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ABSTRACT

This career guide provides Utah job seekers with information leading to job success. Section 1, Getting Started, provides suggestions for committing to a job search. Section 2, Utah Job Trends, identifies the fastest growing occupations or most openings; top 50 occupations; and new Utah jobs. Section 3, Self-Assessment, covers knowing oneself; knowing one's personality type or "Holland Code"; and identifying one's skills. Section 4, The Job Search, addresses the job of finding a job; Utah Department of Workforce Services; Internet job search; employment application; cover letters; resumes; references; the interview; and working while looking. Section 5 contains the Career Chart. It is preceded by a key to the Chart's information (occupational title and description, employment outlook, average rate range, and training required) and is followed by an alphabetical index to occupations in the Chart. Section 6, Training, focuses on high-paying jobs without a college degree; choosing a postsecondary school; applied technology centers; Utah public colleges and universities; financial aid; distance learning; vocational rehabilitation; Choose to Work for individuals with disabilities; and Utah Association for Adult, Community, and Continuing Education. Section 7, For Women, Mostly, deals with balancing work and family; child care; and legal issues--maternity leave and sexual harassment. Sections 8-9, Veterans and Job Success, provide special information for veterans and job success skills. (YLB)

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Utah Career Guide for Adults 2000-2002

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Utah Career Guide for Adults 2000-2002

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NOTE: This printed version of the Utah Career Guide for Adults 2001-2002 is condensed from the complete publication available on-line at the Department of Workforce Services' website, LMI Publications page: http://wi.dws.state.ut.us/pubs/publicat.htm. The Internet version offers much more information on these topics and on other topics not included here.

Getting Started

Finding a job, or more importantly, finding the right career for you can seem like an overwhelming task. But whatever you want to accomplish, the most important thing is to START.

Make a plan. It doesn't matter what kind of job you're looking for; if you don't make a written plan, the chances are very good that you will not succeed. You won't know all the steps to take right at first, but the important thing is to *do it*–you can revise it as you go along.

Set goals. In job hunting, like any sales job, you need a long-range goal, such as your career objective, and a short-range goal, such as who you'll network with today. Set your goals every day.

- Break down big goals and tasks into several little ones. Tackle one at a time.
- Make a "To Do" list each night for the next day. Outline daily activities to look for a job.

Be consistent. Even if you are unemployed with no interview prospects for tomorrow, you need to be up early, dressed and ready to do business. You need to be consistent.

- Apply for jobs early in the day. This makes a good impression and gives you time to complete applications, have interviews, take tests, etc.
- Apply at several companies in the same area if possible. This saves time and money.
- Follow up leads immediately. If you find out about a job late in the day, call right then!
- Write down all employers you contact, the date of your contacts, people you talk to, and special notes about your contacts to refer to later, as you need to.

Never give up. It's very simple: If you give up, you lose. You cannot give in or give up on yourself, ever.

- Network. Tell everyone you know that you are looking for a job. Stay in touch with friends and contacts.
- Be prepared. Have a "master application" and resumes, pens, maps and job information with you all the time. Who knows when a "hot lead" will come your way?
- Read books and information on how to get a job at the library or on the Internet. The time you spend reading these materials will save you a lot of time in your job search.

Let's face it, looking for work is hard work. But the good news is that only you can do it for yourself–which means you're in control of your own life. You can use the cards you've been dealt to do the best you can for yourself, or you can fold and lose. It's up to you. You can make the difference in the rest of your working lifetime between a job you hate, and a career you love.

Fastest Growing or Most Openings?

Job growth can be measured by percent change and numerical change. The fastest- growing occupations do not necessarily provide the largest number of jobs. A larger occupation with slower growth may produce more openings than a smaller occupation with faster growth.

For example, the rate of growth for paralegals is twice that of nurses. But, there are 10 times as many nursing openings as paralegal openings. Generally, it's best to concentrate on occupations with the most openings. However, often when occupations are growing rapidly there may be short-term shortages of workers. BUT. further research would be necessary! Don't just think that a rapidly growing occupation is a sure road to job-seeking success.

Supply-side Economics

Just because an occupation is in this publication, doesn't mean jobs will be easy to find! Here we cover only the "demand" for occupations. The other side of the equation is the supply of workers wanting to work in that occupation. An occupation may create hundreds of new openings every year. But, if thousands of workers are qualified for those positions, lots of workers won't find work in that field.

In other words, look at the **supply** of labor for a particular occupation—not just the demand. We do have some figures on the number of people completing certain programs at public institutions. However, that excludes many, many qualified workers.

So, do your homework. Check with people already employed in the occupation and employers who hire that occupation to determine whether there is an over- or under- supply of workers.

Unfortunately, there's not much worker supply data. But what there is can be found with the following Internet resources:

wi.dws.state.ut.us —Utah Labor Market Information

www.bls.gov/ —Bureau of Labor Statistics

www.bls.gov/ocohome.htm —Occupational Outlook Handbook

www.ajb.org/ut/ —Utah's Job Bank

www.dws.state.ut.us/Job_board/default.asp —Utah's Electronic Bulletin Board

firmfind.dws.state.ut.us/pgMain.asp —Lists of Utah Companies

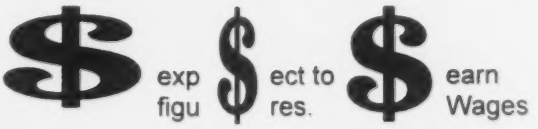
Utah Jobs Where "Supply" May be Larger than "Demand"

Accountants
Cosmetologists
Drafters
Sports Instructors/Coaches
Management Analysts
Marketing/Advertising Manager
Psychologists
Public Relations Specialists
Recreation Workers
Elementary Teachers
Writers/Editors

Economists say...

- A bachelor's degree is becoming increasingly important in finding high-paying, in-demand job in Utah.
- Professional and paraprofessional jobs will produce the most new openings in Utah.
- Computer-related jobs and occupations in medical fields will show higher-than- average expansion.
- Short-term jobs show high numbers of openings because of turnover as well as growth.
- Jobs in agriculture, forestry, and fishing are projected to show the fewest job openings.

About Wages in Utah:



On average, workers in nonurban areas can lower wages than Wasatch Front or statewide in Utah are generally lower than national figures.

Published wage rates show the average wage rate for experienced workers. Average wages include workers with 30 years of experience as well as those with three years of experience.

Workers entering the occupation for the first time can expect to earn noticeably lower wages than the average wage listed.

For more information on occupational wages in Utah, visit the DWS / Economic Information web site: wi.dws.state.ut.us.

Top 50 Occupations in Demand

In Utah 2000-2005

- Accountants & Auditors
- Adjustment Clerks
- Amusement & Recreation Attendants
- Artists & Commercial Artists
- Automotive Mechanics/Service Technicians
- Bill & Account Collectors
- Cashiers
- Child Care Workers
- Computer Support Specialists
- Computer Systems Analysts
- Cooks, Restaurant
- Cosmetologists & Hairdressers
- Counter & Rental Clerks
- Designers, Excluding Interior
- Engineers, Electrical & Electronic
- Fast Food Workers
- First Line Supervisors, Marketing /Sales
- First Line Supervisors, Office/ Administrative Support
- Food Preparation Workers
- Food Service Managers
- General Managers & Top Executives
- Guards
- Hand Packers & Packagers
- Janitors & Cleaners
- Laborers, Landscaping & Groundskeeping
- Lawyers
- Maids & Housekeeping Cleaners
- Maintenance Repairers, General Utilities
- Managers: Engineering, Natural Sciences, Information Systems
- Medical Assistants
- Motel/Hotel Managers
- Nurses, Registered
- Nursing Aides, Orderlies, Attendants
- Office Clerks, General
- Physicians
- Real Estate Sales Agents
- Reception & Information Clerks
- Sales Agents, Business Services
- Sales Clerks, Retail
- Sales Reps, Non-Technical
- Secretaries, Excluding Legal, Medical
- Social Workers, Excluding Medical & Psychiatric
- Social/Human Service Assistants
- Teacher Aides, Para-professionals
- Teachers, Elementary School
- Teachers, Secondary School
- Telmarketers, Sales Related Workers
- Truck Drivers, Heavy
- Truck Drivers, Light
- Waiters & Waitresses
- Writers & Editors

Warning: Don't assume that just because a job is in demand that getting that job will be easy. Many of the jobs on this list have more people competing for them than there are openings. Investigate how stiff the competition is for these jobs: Talk to people recently hired in the job; employers who hire for the job. Ask them about the competition for jobs in that field.

For more information: http://wi.dws.state.ut.us/pubs/publicat.htm Then click on *Utah Job Outlook in Brief* or *Sub-State Job Outlooks in Brief*. Also, http://www.bls.gov/ocohome.htm

New Utah Jobs 2000 - 2005

Most New Openings and High Paying

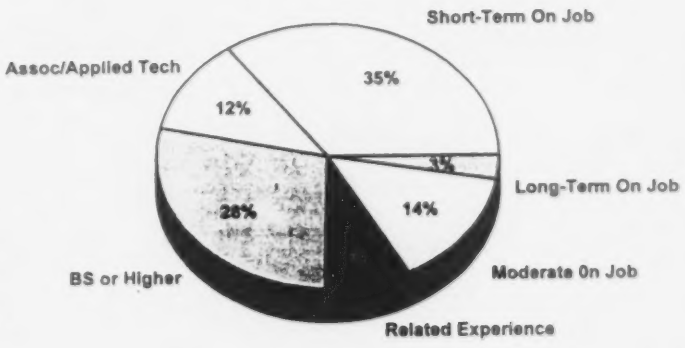
	openings
Marketing / Sales Supervisors	1,180
Heavy Truck Drivers	910
Registered Nurses	900
General Managers / Top Execs	780
Secondary School Teachers	650
Auto Mechanics	610
Computer Support Specialists	580
Carpenters	570
Clerical Supervisors	560
Secretaries	550
Sales Reps excluding Retail, Science	540
Food Service / Lodging Managers	480
Accountants	430
Accounting Clerks	410
Maintenance Repairers, General	380
Systems Analysts	380
Artists	370
Lawyers	370

Fastest Growing with at least 100 Openings

	growth
Computer Support Specialists	43%
Telemarketers / Sales	42%
Systems Analysts	39%
Computer Engineers	39%
Medical Assistants	31%
Dental Assistants	29%
Actors / Directors/ Producers	28%

* Remember, don't be tricked by "fastest growing". Other jobs may have many more openings, and these figures don't tell you what the competition is for these jobs.

New Utah Jobs 2000 - 2005 by Training Level *



* Training levels represent how most workers became proficient in their occupations–not necessarily training that is required.

For more information:
http://wi.dws.state.ut.us/pubs/publicat.htm
Then click on *Utah Job Outlook in Brief* or *Sub-State Job Outlooks in Brief*.

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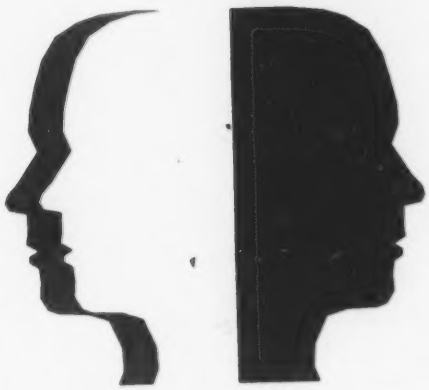
Know Thyself



A recent poll found that job seekers identified the hardest part of finding a satisfying job is figuring out what kind of job they would like to do! We all know that there is a world of jobs out there that encompass every kind of work and that is always changing. Information about occupations, careers and self-employment is plentiful and easy to find.

But what nobody else can tell you is what makes *you* happy, what *you* value, and what suits your basic personality. The good news is that it is totally in your power (and an enjoyable process besides) to get a complete and accurate picture of yourself that you can match to prospective careers.

Most of us think we know ourselves, but probably also have to admit there are gaps or blind spots in our self-knowledge that prevent us from being sure about "what we want to be when we grow up". Many adults realize that the career they thought they wanted is not to their liking after all, after they've worked in it for a while. So how can you really be sure whether a certain occupation or career path will be right for you? The answer is to first take the time and make the effort to really know yourself.

Doing a good self-assessment is crucial to finding the right career and should not be cut short or brushed aside. <u>It is the most important part of the entire process.</u> It involves gathering information about yourself and developing an understanding of yourself, so that you can compare this knowledge with different career choices you have available.

Start by:

- **Identifying your Holland type, values, and interests.**
- **Then identify your skills and list your accomplishments.**

The first step is to find out your basic personality type, or Holland Code. Use the exercise on pages 10 and 11 to identify your Holland type. Once that is done, concentrate on identifying and prioritizing your values. Then move on to identifying your skills.

A very easy, free, fun tool for self-assessment is available to you in the Job Connection Room at your local Dept. of Workforce Services Employment Center. This is the computer program ***Choices***. It's an excellent place to begin a thorough self-assessment, and revisit from time to time to refine your career plan. It can help you identify your values, and your skills, and you have the option of sorting its very large database of occupations by Holland Code to help you target your career exploration to the fields that will best suit you.

Have you ever had a pair of shoes that didn't quite fit? Yes, you could wear them, but they just were not comfortable, and by the end of the day you were irritable–if not in real pain–and

couldn't wait to be rid of them. Jobs are the same as shoes. You may be able to do a job that doesn't really fit your personality, but it will be a source of discomfort–or worse–for you. Instead of forcing yourself into a job that doesn't suit you, take the time and make the effort to find out what "type" you are. Then focus your job search in a career area where you can be happy.

Self-assessment takes some time and effort. But it will start paying off right away as you gain self-awareness, improve your self-confidence, learn time and stress management techniques that work for your personality type and develop self-management skills.

Make sure you go through the self-assessment process with an open mind and an attitude of acceptance of yourself as you are. Avoid any self-judgement and approach the task like a researcher–just interested in truth without making value judgements.

Beware of the Should Syndrome– "I should have this type of personality (or I'm not a nice person, a "real man", or whatever). This mind set is poison. All the personality types have some qualities that can be seen as negative, especially if taken to the extreme. But no one type is better or worse than another.

Beware also of letting traditional ideas about gender color your view of the different personality types. Traditional gender roles have never respected the variety of human attributes that occur in individuals of both sexes. Remember you are trying to match yourself with your "dream job", or come as close as you can. You can only do this well if you are honest and non-judgmental about yourself. And the fact is that the thing about yourself you may at first think is negative, probably has a positive side that can be an asset to you if you're in the right line of work. See yourself as unique blend of attributes that can either be wasted in the wrong job, or put to work for you in a career that suits you. But first, you have to truly know yourself.

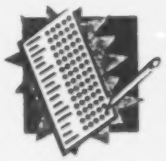
The step of your career plan that involves truly knowing yourself is the single most important step. You will find that it's fun to get a clearer picture of yourself as well as being very useful in choosing the right career.

Self-knowledge is an asset in every aspect of life. Clarifying what is important to you, seeing what types of personalities are suited to different occupations, and finding out more about what you need to be happy is a fun and satisfying endeavor. **Embrace the adventure!**

For more information: http://www.adm.uwaterloo.ca/infocecs/CRC/manual-home.html , http://www.queendom.com/test_frm.html , http://www.2h.com/Tests/personality.phtml , http://www.bgsu.edu/offices/careers/process/step1.html , http://www.assessment.com/ , http://mapping-your-future.org/ , http://www.ncsu.edu/careerkey/ , http://www.erieri.com/careerplanning/careerplanning.htm , http://www.careerdoctor.net/assessment.htm , http://www.careerdiscovery.com/careerleader/index.html http://careers.altavista.com/articles/21stgoals.html

KNOWING YOUR PERSONALITY TYPE, or "HOLLAND CODE"

One way of exploring careers is by looking at occupations according to occupational interest. John Holland conducted research that divided job seekers into six broad personality type categories: **REALISTIC, INVESTIGATIVE, ARTISTIC, SOCIAL, ENTERPRISING, CONVENTIONAL.** All the types have both positive and negative qualities-none is better than any others.



Your Holland Code is a generalization, not likely to be an exact fit. However, it might help you discover where you can find occupational satisfaction. There are a number of instruments designed to help you identify your Holland Codes. This condensed survey is not intended to be as accurate or comprehensive as a full instrument. But completing this survey might help you identify the cluster(s) of occupations in which you would have the most interest and get the most satisfaction, and it will give you a place to start your career exploration.

Step One: Circle the number of any item-subject, activity, or type of person-that is appealing to you. Leave the rest blank.

1. Farming
2. Advanced math
3. Being in a play
4. Studying people in other lands
5. Talking to people at a party
6. Word processing
7. Auto mechanics
8. Astronomy
9. Draw or paint
10. Go to church
11. Work on a sales campaign
12. Use a cash register
13. Carpentry
14. Physics
15. Foreign language
16. Teaching children
17. Buying clothes for a store
18. Working from nine to five
19. Setting type for a printing job
20. Using a chemistry set
21. Reading art and music magazines
22. Helping people solve personal problems
23. Selling life insurance
24. Type reports
25. Driving a truck
26. Working in a lab
27. Musicians
28. Making new friends
29. Leaders
30. Following a budget
31. Fixing electrical appliances
32. Build rocket model
33. Creative writing
34. Attending sports events
35. Being elected class president
36. Using business machines
37. Building things
38. Doing puzzles
39. Fashion design
40. Belonging to a club
41. Giving speeches
42. Keeping detailed records
43. Wildlife biology
44. Being in a science fair
45. Going to concerts
46. Working with old people
47. Sales people
48. File letters and reports

Step Two: On the chart below, again circle the numbers of the items that appealed to you. After you have finished, count the numbers circled on each line, counting across. In which categories did you score high? Write the two highest categories on the lines below. These are the clusters in which you have the most interest, and their corresponding labels are your Holland Code. (For example, if you scored highest in Social, and second highest in Artistic, your Holland Code would be "SA". You would want to concentrate your career exploration efforts in those two categories.)

____	R = REALISTIC	1	7	13	19	25	31	37	43
____	I = INVESTIGATIVE	2	8	14	20	26	32	38	44
____	A = ARTISTIC	3	9	15	21	27	33	39	45
____	S = SOCIAL	4	10	16	22	28	34	40	46
____	E = ENTERPRISING	5	11	17	23	29	35	41	47
____	C = CONVENTIONAL	6	12	18	24	30	36	42	48

I scored highest in _____ second highest in _____ **My Holland Code is** _____.

REALISTIC

-Robust, rugged, practical, physically strong
-Uncomfortable in social settings
-Good motor coordination
-Weak verbal and interpersonal skills
-See themselves as mechanically and athletically inclined
-Stable, natural, persistent
-Prefer concrete to abstract problems
-Have conventional political and economic goals
-Rarely perform creatively in the arts or science
-Like to build things with tools
-Like to work outdoors
-Cool to radical new ideas
-Like to work with big, powerful machines
-Buy boats, campers, snowmobiles, motorcycles

IN VEST IGATIVE

-Scientific orientation
-Task-oriented, all wrapped up in their work
-Introspective and asocial
-Think through rather than act out a problem
-Strong need to understand the world
-Enjoy ambiguous tasks
-Prefer to work independently
-Have unconventional attitudes
-See themselves as lacking in leadership skills
-Confident of their intellectual abilities
-Analytical, curious, reserved, independent
-Great dislike for repetitive activities
-Buy telescopes, calculators, electronic equipment

SOCIAL

-Sociable, responsible, humanistic, religious
-Like to work in groups
-Have verbal and interpersonal skills
-Avoid both intellectual problem-solving and physical exertion
-Enjoy healing, developing, training, or enlightening others
-Understanding, helpful, idealistic
-Dislike working with machines or in highly structured situations
-Like to discuss philosophic questions
-Concerned with the welfare of others
-Cooperative, friendly, generous
-Attend workshops, other group experiences

ENTERPRISING

-Good verbal skills, persuasive
-Strong leaders
-Avoid work involving long periods of intellectual effort
-Strong drive to attain organizational goals
-Concerned with power, status, and leadership
-Aggressive, popular, sociable, self-confident
-High energy level
-Adventuresome, ambitious
-Enjoy making things happen
-Value money and material possessions
-Dislike science and systematic thinking
-Buy big cars, nice clothes, country club memberships

CONVENTIONAL

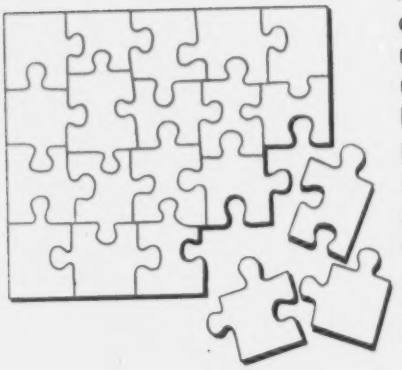
-Prefer well-ordered environments
-Like systematic, verbal and numerical activities
-Avoid ambiguous situations and problems
-Conscientious, efficient, practical
-Identify with power
-Value material possessions and status
-Orderly, persistent, calm
-Adverse to free, unsystematic, exploratory behavior in new areas
-Do not seek outside leadership
-Stable, controlled, dependable
-Most effective at well-defined tasks
-Save money, buy conservatively.

ARTISTIC

-Like art, musi c, dra ma, other creative interests
-Prefer free, unstructured situations
-Impulsive, non-conforming, independent
-Adverse to rules
-Deal with problems through self-expression in art
-Value beauty and aesthetic qualities
-Expressive, original, intuitive
-Like to work in free environments
-Like small, intimate groups
-Willing to take risks to try something new
-Dress in freer styles than other people
-Have need for individualistic expression
-Not assertive about own capabilities
-Sensitive and emotional
-Spend money on art objects books, paintings, CD's.

IDENTIFYING YOUR SKILLS

There is currently a significant shift underway in the labor market away from focusing just on job titles as a way of describing what is needed in the workplace, and instead, specifying the particular skills that are needed regardless of what job title is used. **Skills identification is an essential step toward new employment.** Employers want to know what you can do for them–not just what you have done for someone else. If you skip this crucial step, you will be sorry. A knowledge of your unique skills is needed to successfully complete an application, write a resume, or answer interview questions.



What are "skills"?

A skill is a thing you know how to do, right now. Everyone has dozens of skills, many of which employers are looking for. Yet most people can only identify a few skills and are generally unable to describe them to an employer. Employers need to hear *what you can do*. If you were looking to purchase a product that would cost you thousands of dollars a year for many years, you would also want to know what it could do. You are not ready to even begin approaching employers for employment until you can clearly and specifically tell them what you can accomplish. The more skills you have identified, the easier it will be to convince a potential employer that you have what it takes to be successful.

The biggest needs are the hardest to teach -- interpersonal and communication skills. Other skills in demand now include: ESL, bilingual, and cultural competency.

Skills may be broken into these three categories: Job Content Skills, Self-Management Skills, and Transferable Skills.

Job Content Skills

Job content skills are those skills specific to a job or occupation. Job content skills are important to employers for obvious reasons. These are the specific skills they are looking for in a candidate to accomplish the duties of the job. However, job skills aren't always acquired from employment. Along with the skills you used in previous jobs, you may have developed job skills through educa-tion, hobbies, community activities, and life experiences. Common activities such as shopping, managing finances, balancing a bank account, hosting a party, and teaching a child all contain potential job skills.

Self-Management Skills

Sometimes called "personality traits," these self-management skills are the skills you use every day to get along with others and to survive. They are the skills that make you unique. Self-management skills include such things as:

Sincerity	Reliability
Tactfulness	Patience
Flexibility	Tolerance

Employers look for these skills in candidates as evidence of how they will "fit" into the organization. How a person will fit in is an important consideration for employers.

For more information:
http://www.careerdoctor.net/skills_assessment.htm , http://www.smartbiz.com/sbs/arts/mos69.htm
http://content.monster.com/tools/ , http://jobsmart.org/tools/career/career.htm

Transferable Skills

These are skills that can transfer from one job or occupation to another. They may be either self-management or job content skills, and may or may not have been developed through previous employment. Since it is unlikely that you will find a job that is identical to your previous job, it is critical to carefully evaluate how your skills transfer into other opportunities and include these on your list.

Transferable skills include:

- Appreciating diversity
- Stress management
- Conflict management
- Asking others for help
- Connecting individual goals with team goals
- Understand a team orientation
- Customer orientation (internal and external)

- Basic decision making
- Finding information & resources
- Ability to reason & use basic logic
- Ability to learn from mistakes
- Anticipate problems
- Ability to plan & prioritize
- Ability to think critically & creatively

Many people have trouble distinguishing between their skills and duties. Duties are the basic functions of an activity. Skills are the tools you possess that you use to accomplish these functions. Duties or functions are a part of any organized activity, whether it is employment, volunteer work, or hobbies. A simple example is the management of a lemonade stand. The basic duties of a lemonade stand owner might be to manage lemonade operations including production, marketing, distribution and finances. There are many skills needed to accomplish these functions including: mixing, measuring, planning, sales, customer service, writing, cash handling, record keeping, maintenance, timeliness, dependability, accuracy and motivation. A complete list of skills would be very long. Writing out the duties or functions of an activity first can be a useful way to begin identifying skills. When presenting your skills to an employer, it is best to tie them to specific activities in which they were used. It is not enough to tell the employer your skills; you need to be prepared to tell where, when, and how you used those skills.

Writing Your Skills

Identifying, listing and describing your skills is not an easy task. However, it is critical to job search success and you should plan to invest the time needed. The easiest way to identify your skills is to use the computer program, ***CHOICES***. This is available for use, free, at any DWS employment center in Utah. If you are unable to use CHOICES, listed below is an outline for skill identification that has been successfully used by many job seekers.

1. List by title any jobs you have held. Start with your most recent employment and work backwards.
2. Write a detailed description of four to five major duties.
3. Think of all the skills needed to accomplish each duty you have listed. Write those skills down on a piece of paper. Remember to look for both job content and self-management skills. Be sure to include tools used, machines operated, knowledge applied, etc.
4. Repeat the above steps for each activity you anticipate describing to an employer either on an application, resume or in an interview. Use this same process for other work-related activities including hobbies, volunteer work, and community experience.
5. Once you have completed this process, you should have a long list of skills–too long to tell an employer. So next, go through the list and select those skills that match your job goal(s). These are the skills you will use in your job search effort.

FINDING A JOB *IS* A JOB

Looking for work is a full-time job and is the hardest work you may ever do! A serious job search requires as much time looking for work as will be spent on the job.

Certain things are essential for an effective job search. You've done an assessment of yourself. You know your personality type and values; your skills and interests. Before you actually apply for any jobs, begin your job search by gathering and organizing all the information you need to sell your qualifications and satisfy the needs of a prospective employer.

First, you must have clear occupational goals and objectives. Knowing the kind of work you are looking for will keep your search focused. No one is really looking for "anything." Every job seeker has requirements for employment and limitations on their current qualifications. Without clear job search goals, the search will become aimless and ineffective. Use what you learned from your assessment to define your goals.

Next, you must look at the list of your skills you've identified and narrow it down to those pertaining to the particular job(s) you are seeking.

Then, prepare a personal data sheet with all your employment-related information. This will make employment applications easier to complete. Also, write one or more resumes that advertise your skills to an employer.

Now you are ready to begin seeking that new job. The job market is constantly changing. During one period of time job opportunities may be scarce, during another period they may be plentiful. Regardless of job market conditions, there is always strong competition for the better jobs. Successful candidates are those who use up-to-date job search techniques.

The Hidden Job Market

Experts agree that today the vast majority (80 percent or more) of job openings are not advertised. Most employment opportunities are hidden. A primary reason is simply that most employers do not need to advertise; they have enough applicants without it, through "word of mouth", or networking. Another reason is that employers prefer to hire on a referral from someone they trust.

There are a variety of strategies that increase your chances of identifying job openings and breaking into the hidden job market. These techniques include: networking, DWS employment centers, direct employer contact, employment services, electronic bulletin boards and resume scanning systems. Electronic resume systems allow job seekers to enter resumes and search for jobs on the Internet. America's Job Bank is an example of such a system. You can access the job bank via the Workforce Services home page at: http //www dws state ut us/.

Networking

Tell people you know you're looking for a job, and be specific about what you are seeking. This is a targeted effort and should not be limited to casual conversations. It should be a calculated campaign to contact people for ideas, suggestions and information.

DWS Employment Centers

Employment centers provide excellent help for finding jobs, and can also provide current workforce trends and labor market information such was wages, etc. Other services, such as career counseling and community resources are also available. Self-help facilities, including free computer use, are available at each center in addition to the job bulletin boards.

Direct Employer Contact

Direct contact is essential for the serious job seeker. But direct contact takes planning and preparation. It is not enough to just walk in and ask "Are you hiring?" A successful job search is a sales campaign and your challenge is to sell your qualifications.

The first step is to list potential employers. As your job search progresses, you will continually change this list. One excellent resource is **FirmFind**, a computer program available free on the DWS web site. This is a list of all the companies in Utah employing 10 or more people. You can search it by area or occupation to find employers' names, addresses and phone numbers.

The local public library is also an excellent place to identify potential employers and prepare your job search strategy. Specific publications to review include the phone book, Chamber of Commerce listings, employer profiles, industry guides and newspapers. Additional sources for information include your local schools, your church and community agencies.

Once you have your list of potential employers, plan a strategy to approach each one. Develop a short "sound bite" by describing aloud the job you seek, the skills you offer, and why you are the best candidate. When contacting an employer directly talk to the person who would supervise you in your desired job, even if there are not jobs currently open

Employers' Expectations

Conveying how you can contribute to the employer's business needs in a job application, resume and during an interview is very important. Keep the basic needs of employers in mind:

- ¥ Employers need to make money.
- ¥ Employers need to save money.
- ¥ Employers need a problem-free work environment.
- ¥ Employers need people who get along well with others.

Private Placement Agencies

Employment agencies come in all shapes, sizes and prices–including free. Some specialize in very specific occupational areas. Many employers have exclusive arrangements with employment agencies and they can be an excellent resource for job leads. If you are interested in the services of an agency, investigate them carefully. Determine what they will do for you and how much it will cost.

Temporary agencies and contract houses are another source of employment. Increasingly, employers are turning to them for help. Many people have worked their way into excellent employment by first working as a temporary. Once they prove themselves, the employer is eager to hire them as permanent employees. Even if this does not happen, temporary jobs are an excellent way to build skills, gain experience, and minimize the cost of re-employment.

If you are receiving any wage subsidy, such as Unemployment Insurance, be sure to check for any adverse consequences temporary employment may have on these benefits. If you choose to use an agency, check them out very carefully and be sure you understand all the conditions of the contract.

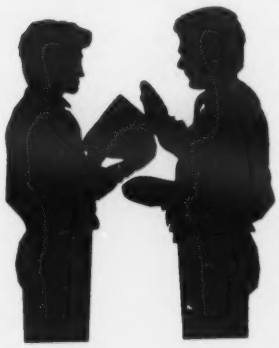
Remember, looking for a job **is** a job. Persistence and follow-up are the keys to a successful job search. If you are serious about employment, plan your follow-up. There is no such thing as a wasted effort, and the only dead lead is the one you chose to kill. Situations change and the employer who is not hiring today may be looking for someone with your qualifications in the future. Don't give up!

For more information: http://careers.altavista.com/networking.html ,
http://careers.altavista.com/longdistance.html ,
http://careers.altavista.com/articles/hightech.html ,
http://www.studentadvantage.lycos.com/lycos/article/0,1534,c2-i17-t0-a16296,00.html
http://www.studentadvantage.lycos.com/lycos/article/0,1534,c2-i17-t345-a11747,00.html

The Department of Workforce Services

Whether you live in Salt Lake, Saint George or Sigurd, the free services of the Department of Workforce Services (DWS) are available to you.

When you first walk in the door, an information specialist will quickly assess your needs and direct you to the right person or place for what you're looking for.



You may want to go straight to the job listings to find a job quickly. Or you may want to work with an employment counselor on a more long-term goal, such as choosing a new career, getting more training, or other complex issues.

Also, Job Connection Areas are located in all DWS employment centers where you can use a computer to access help and information. The computer program, ***Choices™***, is available on all Job Connection computers, and is the perfect starting place if you're not sure what career is right for you. It's an easy-to-use self-assessment tool you will want to use again and again. Here are just some of the things you can do using *Choices*:

- Identify your interests and occupations that appeal to those interests.
- Identify your work skills and get a list of occupations that use those skills.
- Use your previous work experience to search for similar occupations.
- Access detailed information, including local wages and job prospects, about almost any occupation you can imagine.
- Compare any two occupations (or schools) side by side to clarify your options.

What if I

. . .need a job right now?
. . .need help deciding what kind of career is right for me?
. . .need basic skills training?
. . .need more job-related skills before I can get a good job?

- Create an effective resume and post it directly to *America's Talent Bank*, on the Internet, to be seen by employers.
- Use a component of the Planner to write cover letters and thank-you letters.
- Get interviewing and job seeking tips.
- Link to company or college websites, or access a library of career information.

If you just need to create a resume, the computer program **WinWay** will lead you through the process step by step.

From any computer–at home, in our Employment Centers or anywhere, you can scan all the DWS job postings in the entire state of Utah by clicking on our Electronic Job Board. You can look for additional job listings in America's Job Bank and post your own resume for employers to see. You can save your research on a disk, print out reports, resumes and cover letters, even fax your resume to employers. All self-help Job Connection Area services are free of charge.

DWS administers all federal and state-funded employment and training programs in the state, including the Family Employment Program. Other supportive services, such as Child Care subsidies, Food Stamps and Medicaid are available to qualifying applicants. Counselors are available to work with you to become self-sufficient and successful.

Visit us on-line at http://www.dws.state.ut.us or in person today! A list of DWS employment center locations follows.

Department of Workforce Services Employment Centers

This list is current as of August, 2000

AMERICAN FORK
853 E 900 North
American Fork, UT
84003
801-763-4459

BEAVER
875 N Main
PO Box 1138
Beaver, UT 84713
435-438-5498

BLANDING
544 N 100 East
Blanding, UT 84511
435-678-1400

BRIGHAM CITY
1050 S Medical Dr
(500 W)
Brigham City, UT
84302
435-734-4060

CASTLE DALE
678 E Main St.
P.O. Box 859
Castle Dale, UT
84513
435-381-4700

CEDAR CITY
176 E 200 North
PO Box 669
Cedar City, UT 84721
435-865-6530

CLEARFIELD East
1350 E 1450 South
Clearfield, UT 84015
801-776-7300

CLEARFIELD West
1579 S State Street
Clearfield, UT 84015
801-728-2700

DELTA
44 S 350 East
Delta, UT 84624
435-864-3860

EAST CARBON
P.O. Box 5
East Carbon, UT 84520
(open Tues, Wed,
Thurs)
435-888-0199

FILLMORE
55 W 100 North
Fillmore, UT 84631
435-743-5304

HEBER CITY
69 N 600 West Suite C
Heber, UT 84032
435-654-6520

JUNCTION
550 N Main
PO Box 127
Junction, UT 84740
435-577-2443

KANAB
468 E 300 South
Kanab, UT 84741
435-644-8910

LOA
18 S Main PO. Box 267
Loa, UT 84747
435-836-2406

LOGAN
PO Box 307/Zip 84323
446 N 100 West
Logan, UT 84321
435-792-0300

MANTI
50 S Main #5
Manti, UT 84642
435-835-0720

MOAB
1165 S Highway 191 #2
Moab, UT 84532
435-259-3700

MONTICELLO
16 E 300 South
P.O. 517
Monticello, UT 84535
435-587-2016

NEPHI
54 N Main
PO Box 115
Nephi, UT 84648
435-623-0801

OGDEN
2540 Washington Blvd.
PO Box 349
Ogden, UT 84402
801-626-3100

PANGUITCH
665 N Main
PO Box 61
Panguitch, UT 84759
435-676-8893

PARK CITY
1846 Prospector Ave
PO Box 680697
Park City, UT
84068-0697
435-649-8451

PAYSON
910 E 100 North
Payson, UT 84651
801-465-5300

PRICE
475 W Price River
Drive #300
Price, UT 84501
435-636-2300

PROVO-OREM
1550 N 200 West
Provo, UT 84604
801-342-2600

RICHFIELD
115 E 100 South
PO Box 670
Richfield, UT 84701
435-893-0000

ROOSEVELT
140 W 425 South
330 -13
Roosevelt, UT 84066
435-722-6500

SALT LAKE COUNTY

Downtown SLC
158 S 200 West
Salt Lake City, UT
84101
801-524-9000

Metro SLC
720 S 200 East
Salt Lake City, UT
84111
801-536-7000

Magna
3041 S 8560 West
Magna, UT 84044
801-250-2580

Midvale
7292 S State St
Midvale, UT 84118
801-567-3800

South County
5735 S Redwood Rd
Taylorsville, UT 84123
801-269-4700

ST. GEORGE
40 S 200 East
PO Box 70
St. George, UT 84770
435-688-3100

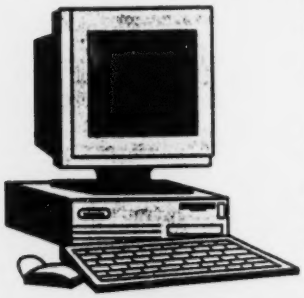
TOOELE
305 N Main St Ste 100
Tooele, UT 84074
435-833-7310

VERNAL
1050 W Market Drive
Vernal, UT 84078
435-781-4100

Internet Job Search

The Internet is a global electronic community, and a virtual gold mine of employment resources that will only get better in the future. Nearly everything found in a real community can be found in cyberspace. There are businesses, social organizations, government agencies, educational institutions, and individual residences. Every idea, ideology and interest is represented. For every major job search strategy there is a cyberspace counterpart.

The Internet is a tool, and like all tools it is only as good as the skill of the user. Learning to use the Internet productively takes time and effort. Many new users become overwhelmed. One frustration is that the Internet is huge and there is no single manual or help desk. Another is that it is constantly changing. What's there today may be gone, moved or changed tomorrow.



Job seekers increasingly are using the Internet to look for job openings. There are approximately 1,000 employment-related Web sites now, and the number is increasing. The number of job hunters posting their electronic resumes on job boards is also projected to surge, reaching 16.35 million by 2002.

So how do you know which sites offer job seekers the best opportunity to succeed in finding the perfect job? To a great degree, that depends on choosing the right job board. What works for one person won't work for everyone.

To find the best job board, first prioritize what's important by asking yourself:

What industry do you want to work in? If you want to work in a specific industry, then you should target your efforts by posting your resume on specialty job boards. There are job boards for health care, human resources, finance, real estate and so on. My job search.com (www.myjobsearch.com) has a thorough list.

Is working in a certain geographic location important, or are you willing to relocate? There are job sites that only post openings for a specific region of the country or metropolitan area. If you're willing to work overseas, try Top Jobs on the Net (www.topjobs.com). This site lists jobs in Australia, Ireland, Thailand and 7 other countries.

If you want to work only for a specific company, you should go directly to that employer's Web site and look for the section that posts job openings. If you're primarily interested in making a high salary, try www.6figurejobs.com. It only lists jobs with a base salary of $100,000.

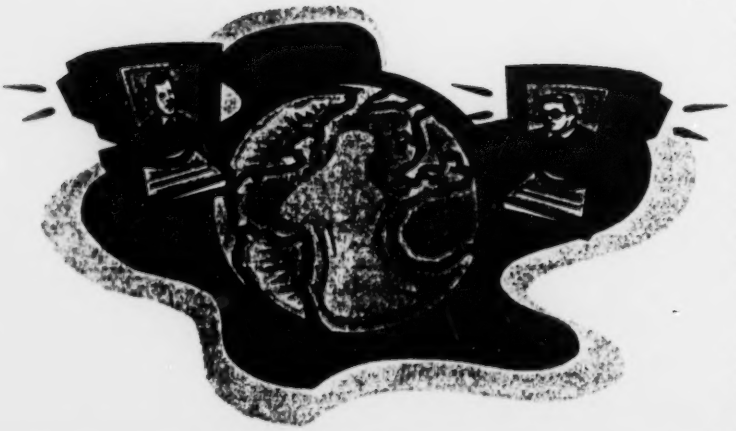
Even if you have specific preferences, it doesn't hurt to post your resume on some of the large general job boards, such as Monster.com (www.monster.com), CareerShop.com (www.careershop.com) and Wall Street Journal Careers (www.careers.wsj.com). This is a good idea because of the large volume of recruiters and headhunters who surf these sites.

For more Information:
http://www.studentadvantage.lycos.com/lycos/article/0,1534,c2-i17-t93-a14146,00.html

http://www.studentadvantage.lycos.com/lycos/article/0,1534,c2-i17-t93-a10079,00.html

http://www.studentadvantage.lycos.com/lycos/article/0,1534,c2-i17-t93-a12695,00.html

http://www.studentadvantage.lycos.com/lycos/article/0,1534,c2-i17-t93-a10365,00.html



After you've chosen the type of job board you want to target, the next hurdle to jump is finding the right job board within that category. Look for those that offer Ease of use, the ability to keep your identity confidential and powerful search engine filters that allow you to search with precision . These are the things that separate the good job boards from the not so good ones.

Confidentiality is important because you don't want to put yourself in a position of having your employer see your resume on a job board. Monster.com, for example, lets job seekers choose from three levels of confidentiality. You can allow any employer to search your resume, which means that they would see your contact information, the name of your current employer and references. If you want to hide that information but still want your resume searchable, you're allowed to do that. The third option allows you to keep your resume out of its searchable database.

The better job boards also offer tools that minimize mismatches for both employer and job seeker. ComputerJobs.com (www.computerjobs.com), for example, lets job seekers create personalized skill profiles, which lets them design their own home pages and list future career goals and technologies that they are interested in learning about. This type of profiling helps employers find employees who are likely to stay with the company for the long term.

Most career sites require that you register before they'll allow you to search for jobs. That can be time consuming, or a waste of time if you don't find any suitable job prospects. CareerBuilder (www.careerbuilder.com) can save you time. Though you'll still have to register, its powerful search engine allows you to search across multiple job board sites, more than 50, simultaneously. Some of the sites you can search include Monster.com, USATODAY.com Career Center and College Grad Job Hunter. But you don't have to search all of them; you get to pick the ones you think are right for you. Finally, don't overlook the job boards available on our Utah Department of Workforce Services web page (www.dws.state.ut.us). Check out the Electronic Job Board and Utah's Job Bank.

More resources:

America's Job Bank / America's Talent Bank

http://www.ajb.org

Utah's Job Bank

http://www.ajb.org:81/ut/

The Riley Guide - Employment Opportunities and Job Resources on the Internet

http://www.dbm.com/jobguide/map.html

Other states' job boards

http://wi.dws.state.ut.us/related.htm

Utah State Jobs

http://www.dhrm.state.ut.us

Federal Jobs

http://www.pse-net.com/

FlipDog Job Board

http://www.flipdog.com/home.html

Job Web

http://www.jobweb.org

EMPLOYMENT APPLICATIONS

Prepare for filling out applications at home. Take the time to gather and organize all of the information you need, including: education, employment history, descriptions of previous job duties, a list of your skills, and references. Write it all down and keep this information sheet with you whenever you contact an employer. You will need this information to fill out applications.

Fill the application out completely. One of the reasons applications get thrown away is because they are incomplete. Use N/A (not applicable) if the section does not apply to you.

The application should be neat, *with no errors in grammar or spelling*. Be sure to print neatly, avoid abbreviations and use an erasable pen, if possible.

Be Positive- Look for ways to show that you are the right person for the job. Think about what you would look for in an employee. Emphasize your positive character traits.

Salary Requirements-When asked about the lowest wage you'll accept, it is best to respond with "Open" or "Negotiable." Use this response even when the wage is posted. Never put a specific wage. You may be able to negotiate a higher wage.

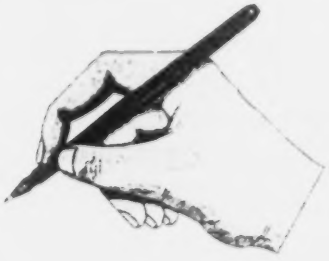
Reasons for Leaving-Avoid terms like "Fired, Quit, Illness or Personal Reasons." Use positive statements about why you left a job such as "Looking for More Responsibility," or "Seeking a More Challenging Position."

Position Desired-Never leave this question blank, or reply "Any" or "Open." If you know the job title, write it. If you don't, state the department in which you want to work. If you are interested in more than one job, fill out more than one application.

References-Get your references' permission ahead of time to list them. See the section of this publication on References.

Take your time-If possible, take the application home so you won't be rushed while completing it. This is especially helpful if you have trouble with spelling and grammar (it gives you the opportunity to seek help). If possible, take two blank applications. Once you have the first one filled out, check for errors and make any needed changes. Then fill out the second one perfectly. Hint: Use an erasable pen.

Do:
Be accurate.
Be informative.
Be complete.
Be honest.
Print neatly.
Sign the application.
Follow directions.



Don't:
Misspell words.
Cross out writing.
Leave unanswered questions.
Wrinkle or fold the application.
Turn the application in late.
Mention health, personal, legal or financial problems.

COVER LETTERS

Any time a resume is sent by mail, it must be accompanied by a cover letter. The cover letter where you can personalize your resume. Just like resumes, cover letters need to be tailored for each specific situation. Write a different letter for each job you apply for.

The purpose of a cover letter is to:

- entice the employer to read your resume or application form
- match your qualifications to the job and/or employer
- describe how your job talents will benefit the company
- target your skills to a specific employer
- ask for a job interview

Formatting a Cover Letter

First Paragraph: State the reason you are writing. Name the specific position or type of work for which you're applying. Say how you learned of the opening.

Second Paragraph: Explain why you are interested in working for this employer and specify how you are PERFECT for this position. Do not repeat the information on your resume. Include something special or unique about yourself that would benefit the employer. Remember, the reader will consider this an example of your writing skills.

Third Paragraph: Say that your resume is enclosed and ask for an interview. Include day and evening contact information. Be sure to communicate your plan to follow up. You might state that you will be in the area on a certain date and would like to set up a meeting, or you will call on a certain date to set up a meeting. *Never leave it up to the employer to get in touch with you.* Finally, thank the employer for her/his time.

Cover Letter Tips

-Address each letter to the specific person who would actually supervise you. To do this, you may have to do some calling and questioning. If you are responding to a "blind ad" and cannot find the name of the company, send the letter to the title of the appropriate hiring manager (Production Manager, Office Manager, etc.) Never use the term, "To Whom it May Concern." Do your research and get the appropriate name, or at least the title.
-Keep your letter short and to the point -never more than one page.
-Use quality 8 ½ x11" paper-if possible, the same paper you use for your resume. Be sure to use proper sentence structure, spelling and punctuation.
-Structure the letter to reflect your individuality, but don't appear too familiar, overbearing, or cute.
-Sign the letter in blue or black ink; never use any other color.

For more information on cover letters, visit the electronic *Utah Career Guide for Adults* on our website: http://wi.dws.state.ut.us/pubs/publicat.htm . Also: http://www.resume.com/ , http://content.monster.com/resume/samples/coverletters/ , http://careers.altavista.com/coverLetter.html , http://www.careermag.com/db/cmag_articles_index , http://www.careerlab.com/letters/link002.htm , http://www.careerperfect.com/CareerPerfect/resumeExampleMain.htm

Your Resume

In today's job market, a well-written resume is a must for anyone looking for work. Everyone, from the new entrant into the workforce to the experienced professional, will benefit from a well-written resume. Many employers require a resume be sent as the first method of contact. It can be used to capture an employer's attention, even when no job is advertised. Just as a job search is a sales campaign, your resume is your sales brochure. More than a summary of your skills, experience, and education, it is an advertisement of your best self. Your resume should make you stand out from the competition.

Take the time to organize your job search information, including education, employment, and references. Focus on your skills and accomplishments and look for ways to sell your qualifications. A prospective employer does not just want to know where you worked, but also wants to know what you can do (your specific skills).

Scannability: The use of electronic technology to manage the overwhelming number of resumes employers receive is increasing rapidly. Today many companies and employment agencies are using scanners to enter resumes into a computer. You will probably want to develop a scannable resume as well as a regular, traditional one. More information on scannable resumes will follow.

Preparing your Resume

Your first step, as with any important move, is to gather information. You want to have as much as you can, then use what is best on different resumes for different jobs. These are the types of information you need to gather and write down in an organized manner:

- **Self Information**: your career goal(s), "personality traits", talents, skills, work history–all the information you gathered on yourself during your assessment.

- **Job Information**: Gather specific information about the job you're applying for: job duties, education and experience required, information about the company, special skills or licences required, etc. This information will help you match your self information with the requirements of the specific job. Get the job duties from the job announcement. If it is vague, call the employer and ask for a description of job duties. If education and experience requirements are not specified in the job announcement, ask the employer about these also.

For more information on resumes:
http://content.monster.com/resume/samples/resumes/
http://careers.altavista.com/resTips.html
http://careers.altavista.com/articles/nonpaid.html
http://pf.worklife.com/wklifedata/
http://www.excite.com/careers/resumes/
http://www.resume.com/
http://www.webcrawler.com/careers/resumes/
http://www.careermag.com/db/cmag_articles_index

Basic Resume Types

1. **Chronological** (also called Reverse Chronological)
This type lists employment and employment-related experiences starting with the present and going backward in time. The chronological resume is a good format for those with a consistent employment history, no gaps in employment, and whose past employment experiences are related to their current employment goals. It effectively showcases a steady work record with increasing upward responsibilities. This format may not be the best for new graduates, individuals with job gaps, or persons changing careers.

2. **Functional**
The functional resume organized by functions or skills, advertising the specific qualifications needed for the occupation. It highlights skills, experience and accomplishments without identifying specific dates, names and places. This format works well for people changing careers. It is also effective for those re-entering the workforce, first-time job seekers and when highlighting experiences that occurred in the distant past. There is no chronological listing of employment. Consequently, many employers do not like this format; it creates suspicion that the person may be trying to hide something.

NOTE: The "WinWay" computer program, available for you to use at all DWS employment centers, can help even a beginner create any of these kinds of resumes.

If there are gaps in your work history, list only the years your employment starts and ends, not the months–it will make it look longer. If you've held a variety of odd jobs, lump them all together under "Additional Experience" with no dates. If you've had a slew of jobs in a short period of time, don't list them all–just the ones that pertain to the job you're seeking. And if you're a mature worker, you don't have to report every moment of your 25-year career.

Use the functional format if:
- ¥You are a homemaker ready to join the workforce.
- ¥You are a veteran and want to relate your military training to civilian jobs.
- ¥You have little or no job experience.
- ¥You have gaps in your work history.
- ¥You are applying for a job different from your present or most recent job.
- ¥You want to emphasize your work skills and accomplishments instead of describing job duties.

3. **Combination**
The combination resume brings together the best of both the chronological and functional resumes. It features a functional section that highlights skills, accomplishments and experiences. It also includes a chronological listing of employment, education and employment-related experiences. This is a very effective format for many job seekers. The best chronological resume is enhanced with a section highlighting skills, accomplishments and experience. The best functional resume is strengthened with a chronological listing of employment experiences.

Resume Layout

The resume you create needs to be unique. There is no one layout that fits everyone. However, most resumes have these standard parts:

Personal Data: Your name, complete mailing address, and telephone number(s) with area code, e-mail address (if you have one) are all required. Use a "block" format instead of placing the information on one line.

Employment or Career Objective: Include an objective if you have a specific career goal in mind. Phrase it in terms that will match the job you're applying for. If you omit the objective on the resume, be sure to communicate it elsewhere, such as in the cover letter.

Summary of Qualifications: Generally employers will spend less than 10 seconds screening your resume the first time. Their goal is to eliminate as many candidates as possible and concentrate on the best. Therefore, summarizing and highlighting your qualifications early in the resume is an effective way to improve your chances for consideration.

Body of Resume: The resume format you choose will determine the sequence of information. For a chronological resume, employment history comes next. In a functional resume, the summary sections would follow. The combination format would include both summary sections and chronological listings.

Education: Unless you are a recent graduate, your education should be placed toward the end of the resume. If you are a recent graduate, then it may be listed earlier in the body. List only education that is significant to your job search. There is no need to list high school education if you have a college degree. If you have a GED, list yourself as a high school graduate.

Other Activities: List only those activities that relate to your occupational goal and show skill or experience. It is best not to mention specific religious or political organizations unless they directly relate to your goal. Military experience may be listed as a separate section or as a part of the work history.

Resume Variations

Keyword

The keyword resume is a variation that adds a listing of skills to the beginning of any standard resume format. Placing critical occupational skills as keywords at the beginning adds impact to the resume and helps to capture the reader's attention. This variation is effective for all career fields and levels of skills. It is a very effective strategy for creating scannable resumes.

Targeted

More of a strategy than a style, the targeted resume directs skills and experience to the specific needs of an employer. All resumes at least need to target a specific occupation. This approach targets it further to the employer and the job. It is a very powerful resume method that can set you apart from the competition and capture an employer's interest. For executive positions and specialized technical jobs, this strategy is almost a necessity. However, this requires writing a separate resume for each employment opportunity.

Electronic and Scannable Resumes

If you plan to submit your resume to an electronic resume database, it must be in a format that is easy for a computer to recognize and understand. The computer "reads" or scans your resume looking for keywords and then files it accordingly in its database.

Its important not to use fancy fonts or graphics that a scanner cannot pick up. Even if you don't plan to submit it to a database, many employers use scanning systems, so it is a good idea to make sure your resume is scannable anyway.

The information in an electronic resume is not that different from a traditional resume, it's simply the manner in which you present the information that changes. Employers are likely to do keyword searches filled with nouns, such as degree held or software you're familiar with.

Name: Your name should appear at the top with your address underneath. Make sure your name is at the top of the second page, if needed. Do not use the back of a page, always use a new sheet of paper.

Abbreviations: Avoid using abbreviations except in instances where they will be recognized. For example, abbreviations like BS, MBA and state names are recognizable. If you have a question about an abbreviation, don't use it; spell it out.

Keywords: Keywords are nouns or short phrases and are very important in an electronic resume, since employers use keywords when searching a database. Your task is to use the keywords most common in your chosen field. If you are unsure, find out what the buzz words of the industry are, or search the help-wanted ads to see what terms employers are using to describe their requirements.

Keyword Summary: This is a brief synopsis of your qualifications using succinct keyword phrases. This portion immediately follows your name and address.

Career Objective: Use of this on your resume is optional. If you do decide to include one, express a general interest in a particular field or industry, not a specific job title. Try to include a few keywords in the objective to increase your chances of getting matched ("a position as a financial analyst where I can utilize my on-the-job experience and MBA.").

Experience and Achievements: This section should immediately follow the keyword summary. Begin with your professional experience, unless you are a recent college graduate, or are just entering the workforce. Start with your most recent position and be sure that your job title, employer, location and dates of employment are all clearly displayed. Again, try to use as many buzz words as you can.

Education: List any degrees, licenses, permits, certificates, related courses, awards or honors in this section. List any professional organizations or associations you belong to.

Formatting an Electronic Resume

It is important to keep your resume simple. Keep in mind that a computer will often look at your resume before a person does. Some basic rules for formatting an electronic resume follow.

Length: One to two pages is ideal. As stated above, always make sure your name appears at the top of each subsequent page.

Paper: No need for fancy paper here. Use white, standard 8 ½ " x 11" paper and black ink.

Font: Keep it basic so that electronic scanners can read your resume. Good choices are Helvetica or Arial. It is difficult for a scanner to pick up more decorative fonts and may result in letters and words that bleed into each other or are just incorrect.

Font Size: A font size of 12 points is ideal. Never go below 10 or above 14; doing so makes it difficult for the scanner to read.

Font Style: Most scanners will accept boldface, but it is best to use boldface only for major section headings, such as "Experience" or "Education." Do not use italics or underlining. A plain style is best.

Graphics, Lines, and Shading: Avoid the temptation to use graphics and lines to liven up your resume. Scanners will "read" the graphics, lines and shading as text, resulting in computer chaos. Use a traditional resume layout (don't use two-column formats).

White Space: It's easier for a scanner to "read" your resume with accuracy if there are distinct breaks between sections.

NOTE: It's a good idea to save your resume on a computer disk. This way you can keep several different versions that can be quickly and easily modified.

Printing: Use a letter quality printer or have a local copy shop print your resume. Do not use a typewriter or a dot matrix printer. Always send originals, not photocopies, to ensure that your resume is as sharp and legible as possible. Faxing your resume will result in a resume with letters of a poor quality; mailing or electronic transmittal are the preferred ways to send it.

Cover Letter: Cover letters are usually not scanned, but some systems will take a "photograph" of it and store it electronically. So it's important to include a well-written cover letter that might give you the edge over other applicants. Again, mention your strongest qualifications, and if you're responding to a classified ad, try using many of the same keywords.

For more information: www.provenresumes.com ,
http://careers.wsj.com/?content=cwc-succeed-balance.htm
http://careers.altavista.com/sponsors/kforce/cc/internetresume.html

Also, almost all web browsers have virtual libraries on their home page (with names like Careers, Jobs, Business) that lead to sites where you can get more advice on resumes, post resumes on-line, and view job openings.

REFERENCES

References are used first and foremost to verify your work history. Sometimes people aren't always honest about their work history on their resumes or in interviews. References will vouch (or not) for your employment.

Second, references are used to help an employer evaluate a candidate's skills, work habits, communication abilities and motivation. When gathering references, you want to get people who will speak well of you in these capacities.

References do not belong on your resume. Provide them at the interview or upon request.

Generally, you should include your former employer. If you left under bad circumstances, or were fired, you still need to provide your former supervisor's name. Leaving it off will only create a negative impression. Someone on your reference list needs to be able to speak for your work in at least the last six months. If you falsify anything on your application, you can be fired for it, regardless of your performance on the new job.

It's best to be up front with your potential employer, and explain why you left a recent job. If you can show what you've learned from the experience, and that you can apply it to *this* job, you will be more likely to win respect for your honesty.

Three is a standard number for references. One former employer, one academic and one character reference is a good balance. But use your best judgement and provide names and information of the people who will represent you best. It is essential to first contact your references and make sure they are willing to be a reference for you and that they'll say positive things about you.

Do

–Make sure anyone you use as a reference will GOOD things about you.

–Contact them in advance and ask them if they're willing to be called by employers as a reference for you. Only use them if they sound very willing to do it.

–Refresh their memories regarding the position you held or the activity you were involved in and the skills it entailed.

–Choose people to be your references that are familiar with your character, your work habits and are themselves good employees (or employers).

–Discuss with them what they'll say about your strengths and weaknesses.

–Make sure all contact information on your reference list is current.

–Once you land the new job, call your references and let them know. Thank them and offer your services to them as a reference in the future.

Don't

–List someone as a reference without getting their prior approval.

–Leave out any crucial information (such as the current phone number) needed to contact them.

–Use someone as a reference you think may not be able or willing to honestly give you a good reference.

–Overlook people you've volunteered with or gotten to know through non-work projects you've done.

THE INTERVIEW

The interview is the most important step toward the goal of employment. It is at the interview that the job is won or lost. The best test of any job search is the number of interviews you are offered. If you are consistently being interviewed, you should expect job offers. If you are not getting interviews, you need to reevaluate your job search strategy.

An employment interview is simply a meeting between you and a potential employer to discuss your qualifications and see if there is a "fit." The employer wants to verify what they know about you and talk about your qualifications. If you have been called for an interview, you can assume that the employer is interested in you. The employer has a need that you may be able to meet. It is your goal to identify that need and convince the employer that you are the one for the job.

Interviews can be stressful, but when you are well prepared there is no reason to panic. An interview generally lasts from 30 to 60 minutes and most questions fall into standard categories.

Before the Interview

Preparation is the key to success in a calculated job search campaign. Preparation will help win the interview and will improve interview success. Begin by gathering all the information and documents you may need for the interview. Bring extra copies of your resume, a typed list of references and letter(s) of recommendation. You may also want to bring school transcripts, licenses and certifications. If you have them, work samples are also powerful tools (e.g., designs, drawings, writings). Finally, bring a pen and pad of paper for taking notes.

The more you know about the job, the employer, and the industry, the better prepared you will be to target your qualifications. Up to this point you should have been gathering some of this information. Now is the time to intensify your research and expand your knowledge. There are many sources of information. Ask the employer for a position description. Research employer profiles at any Chamber of Commerce or local library. Network with anyone you know who works for the company or for a related company.

The next step is to match your qualifications to the requirements of the job. A good approach is to write out your qualifications along with the job requirements. Think about some standard interview questions and how you might respond. Most questions are designed to find out more about you, your qualifications, or to test your reactions in a given situation. If you lack experience or skills in a required area, think about how you might make up for those deficiencies.

Practice being interviewed. Have someone act out the part of the employer. Watch yourself in a mirror and get that person's feedback afterward about how you did. Or, if possible, videotape yourself and watch it to see things you may want to improve.

Plan what you will wear, based on what the job is. Be sure to be clean and well-groomed. Come to the interview dressed appropriately. Common sense and good taste are the best guides in selecting clothing for the interview. Remember to:

- Avoid faddish styles and loud colors.
- Keep jewelry conservative.
- Press your clothing shine your shoes.
- Make sure that your clothes fit comfortably.
- Avoid heavy make-up.
- Dress one step above what you would wear on the job.

You want the employer to focus on your skills, not your appearance!

In the Interview

The purpose of an interview is to become acquainted and to learn about one another. The employer wants to learn how you fit into the organization, but it is also an opportunity for you to evaluate the company. Employers use a variety of interview formats. There are series of interviews, panel interviews, phone interviews, or the traditional one-on-one interviews. Sometimes staff from the personnel or human resource departments will conduct an initial screening and the hiring authority will conduct the actual interview. Whatever the form or process, the interview is a basic effort to learn your qualifications.

During an interview it is important that you be yourself. It is advised that you get a good night's sleep and plan your travel to arrive in plenty of time. However, you should present yourself for the interview no more than 15 minutes early.

Be conscious of your body language. Body language consists of gestures and movements that give others clue about what who we really are. A person may say one thing but completely contradict him or herself with their use of body language.

A person's posture also conveys many different things; self-confidence or uncertainty. Always keep your back straight to convey competence, pride and confidence. Don't come across as vulnerable by slumping the shoulders. Your voice is also important. Speak firmly without hesitation. Move easily, but not cautiously.

Body language that indicates nervousness:

- Chewing a pencil or other object
- Clenching or wringing the hands
- Tapping a pen or pencil
- Wrapping hair around a finger
- Fiddling with jewelry or hair

Tapping a pen or pencil, wrapping hair around a finger, playing with a bracelet, ring or earring can send the message of nervousness, uncertainty, or uneasiness. Stroking the arm of a chair, fingering a glass or a pen, or other items, even an arm or leg, indicates loneliness or a need for a comfort.

You can easily use a pen or pencil to release nervous energy–used with a pad of paper it signals that you are making notes and are keeping up-to-date on things.

Putting a hand or fingers over your mouth could mean embarrassment or reluctance to talk; or could be construed as your unwillingness to tell the whole story. Crossing your arms over your chest sends the message: "I don't agree with you." Watch for tightness and tension in the rest of the body.

Direct eye contact in the business world conveys acceptance and honesty, but shouldn't be prolonged. Prolonged eye contact can become uncomfortable. Break eye contact frequently as you talk or listen by looking down to the side, and then back.

Nodding your head during conversations or interviews is actually quite important and indicates agreement or understanding.

Do not put your hands in your pockets while speaking to an employer or during an interview. Worse yet, do not jingle your keys or spare change as you talk. Sitting with your hands clasped in front of you won't do either; it comes across as an appeal. What should you do with your hands then? Rest your hands in your lap when you are not making natural gestures with them–or take notes.

Interview Questions

The interview is a sales meeting and you are both the salesperson and the product. The basic question in every interview, whether it is asked or not, is "Why should I hire you?" All other questions center on this one issue. Interview questions can take a variety of forms. Generally, questions will ask about you, your qualifications, experience, skills and motivation. If you have prepared for the interview and are confident about your qualifications, none of these questions should be difficult.

Listen carefully to each question asked in the interview. Take your time in responding and make sure your answers are positive. Express a good attitude and show that you are willing to work, eager to learn, and are flexible. If you are unsure of a question, do not be afraid to ask for clarification. Sometimes a good strategy is to close a response with a question for the interviewer.

Focus on your qualifications but also look for opportunities to personalize the interview. There is nothing wrong with injecting some personal insight into your life. However, do not get too personal or dwell too long on non-job related topics.

Show your potential to the company. Support your answers with examples from your experience. Avoid simple yes or no responses to questions.

Don't be afraid to admit you don't know something. Express your willingness to learn; but avoid making statements such as "I can do anything" or "I'll take anything." Instead, be specific about what you can do for the employer.

When discussing salary or benefits, let the employer lead the conversation. Avoid naming a specific salary; if you're too high, you risk not getting the job. If you're too low, you'll undersell yourself. Answer questions on salary requirements with responses such as, "I'm interested in the job as a career opportunity, so I'm negotiable on the starting salary". Negotiate, but don't sell yourself short.

Be aware of potentially discriminatory questions that may violate equal employment opportunity standards and have no relevance on your job performance. Questions about race, age, marital status, religion, children (or pregnancy), physical disabilities (unless it relates directly to the job duties), personal finances, or other similar questions are all inappropriate.

Respond to these questions with an answer such as: "My goal for this interview is to display my professional talents that will benefit your company." Then proceed to highlight or reiterate your skills.

Toward the end of the interview, you will probably be asked if you have any questions. Come prepared to ask a couple of specific questions that show your knowledge and interest in the job. This is not the time to ask about pay or benefits.

For more information: http://www.search-women.com/careervplanning/ ,
http://www.dbm.com/jobguide/netintv.html ,
http://www.studentadvantage.lycos.com/lycos/issue/1,1572,c2-i19,00.html
http://careers.excite.com/cgi-cls/display.exe?partner=xc-xca&path=employment~manage~CuttingtheDeal
http://www.careermag.com/db/cmag_articles_index

Common Interview Questions

Here are a few questions you may be asked in an interview along with potential answers or ideas. Prepare a response in your own words for each question and then rehearse them aloud. This will ensure that you are as prepared as possible for the interview.

1. *In what type of position are you most interested?*
   "I am good at accounting and math, and organizing information, etc. and a position related to these skills such as accounts payable." Avoid over-eager discussions of what you are hopefully planning for the future unless you are asked.

2. *Have you ever had your driver's license revoked?*
   This question is sometimes asked even if the job does not require one. The employer may be trying to find out if you have been arrested for drunk driving, if you have a bad driving record, or the possibility of medical problems. Be prepared to answer this the best you can, keeping in mind that honesty is the best policy.

3. *What would you do if....?*
   Stay calm; its okay to take a minute to think. Give yourself a cushion with an answer like, "One of the things I might consider would be...." and then give your answer.

4. *What jobs have you held? How did you obtain them? Why did you leave your last job?* (see the section "What to Say if You Were Fired or Changed Jobs Often")
   Remember, its okay to leave a job. People leave jobs for many good reasons. "I reached a point where there was little potential for growth." "I left to raise a family and now I am ready to return to work permanently." "I decided to change careers, and I just earned my degree in....."

5. *What are your ideas on salary?*
   "I am negotiable on salary" is always a safe answer. If the salary isn't already openly quoted, a good approach may be "Can you discuss your salary range with me?" Never introduce a salary discussion early in the interview, and it should only be brought up if it appears that you will be a legitimate contender for the job.

6. *Why do you think you would like to work for our company?*
   If you've done your homework and know something about the company, you can answer with confidence: "I know that Ace Corporation specializes in refurbishing TV antennas for several companies. I did a project (or a paper, etc.) on this and became very interested in it."

7. *How long do you expect to work here?*
   "As long as it is good for both of us." This is realistic and also honest.

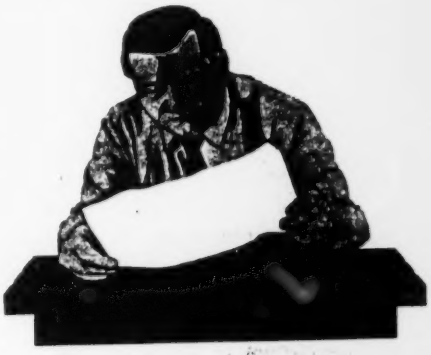
8. *Are you willing to relocate?*
   Don't panic! An answer that conveys possible interest should terms be mutually satisfying for both of you is best. "My family and I have talked about that possibility and find it interesting," is better than sitting dumbstruck in your chair. Re-emphasize the things that attract you to the company.

9. *Are you looking for a permanent or temporary job?*
   Again, be honest. "I would prefer full time, permanent work with the company. But if I can be placed immediately only in part time work, this is good until I could be hired on a full-time basis." Employers are more inclined to hire full time from a part time employment pool than take a person from the outside.

10. *Tell me about yourself.*
    "I would be happy to talk about myself, what exactly are you interested in?" If the interviewer does not

want specific information, touch on some personal episodes, but use the opportunity to sell your job skills.

11. *We have many qualified applicants. Why do you think we should hire you for this job?*
"I believe my background experience and interest in the job equip me to handle the work well." (Avoid saying "I know I can do the job" because you won't actually know unless you do the job.)



12. *Have you had any serious illness or injury?*
If you haven't had problems, this is easy. If you have, be prepared with a signed clearance from your doctor that states you are in good health and can meet the demands of the job.

13. *What are your weaknesses? What are your strengths?*
Present your weaknesses as possible strengths, "I am used to working in situations where the buck stops with me. I follow a project from start to finish." For your strengths, memorize what it is you do best, such as: "I work well as a team player "

14. *Do you have any questions about the company or job?*
Again, if you've done your homework, you will be comfortable relating your interest and enthusiasm about the company and the job. Questions such as, "Would you please describe the duties of the job for me?" or "What is the largest single problem facing your staff now?" are appropriate.

15. *How do you feel about working with a younger (or older) supervisor?*
"I don't believe that age is a criterion of ability to supervise. I feel very comfortable either way."

16. *How would you describe your work style?*
Describe how you attack a project. Are you best in the morning? Can you operate with commotion around you? Do you work well under pressure? Remember, it takes all kinds of working styles to complement a team.

17. *What did you like best about your last job? The least?*
Be general about your answers, as the interviewer is hunting for attitudes to see if they'll mesh with the company: "I liked working with people and being a team player." As for what you liked least, remember people change jobs for good reasons. "I would like more responsibility," or "I am looking for more opportunity for growth" are good answers. Don't badmouth former employers and co-workers.

18. *What three accomplishments are you most proud of?*
You may want to clarify whether the interviewer is referring to your professional life, your personal life, or both. Your life has been full of mini-miracles whether you've noticed or not! What about the time you finished a project much sooner than anticipated? Did you walk 26 miles for the march of Dimes? Have you ever used CPR on anyone? Were you given recognition for being the most dependable employee of the month? What made you feel like a million bucks?

19. *What person has had the greatest influence on you?*
There is no right or wrong answer here. It could be a number of people, from your father or mother, to figures in history. It may be the guy next door! It may be someone you haven't met personally, but have read about or heard about on the news.

20. *Why is your GPA so low?*
A good explanation can turn this into a plus: "I've been working to pay for my college expenses 30 to

40 hours per week." Then emphasize the job responsibilities relating directly to the position you're seeking.

21. *If you were an animal, what animal would you be?*
Treat this like the fun question it is. Have a sense of humor and laugh. There is no right answer!

22. *What are some of the crises you've encountered in other jobs and how did you solve them?*
If you cannot relate this to a professional situation, explain how you solved a personal problem.

23. *Why did you leave your last job?*
This question creates fear in job applicants' hearts. Especially if they were fired. But being fired no longer is a disgrace. Its happened to thousands of people. The person interviewing you may have been recently fired, too. Here's how to answer. If you were downsized, lost your job in a merger or if the company relocated, say so. And no more. That's enough. No gory details. If you were fired for cause, you don't have to say so. Instead say it was time for you to move on. Or, that you wanted a more challenging job. Once again, you now have the right to remain silent.

Explaining Why You Change Jobs Often

Present the various jobs you've had as proof of your many skills and work experience. If the interviewer still wants to know why you've had so many jobs, you may want to reply that, in the past, your goals weren't firm. Now they are.

In a nutshell:
- Show that you are aware of the company's mission.
- Show that you are interested in the work to be performed.
- Show how you can contribute or benefit the business.
- Don't compare yourself to other applicants.
- Show how your skills and/or education fit the job description

Closing the Interview
Close the interview in the same friendly, positive manner in which you started. If you want the job, say so. Summarize your qualifications again before leaving. When the interview is over, leave promptly. Do not overstay your time.

After the Interview
Think about the interview and learn from the experience. Evaluate the success and failures by asking yourself these questions:
- What points did I make that seemed to interest the employer?
- Did I present my qualifications well? Did I overlook qualifications that were important for the job?
- Did I learn all I needed to know about the job?
- Did I talk too much? Too little?
- Was I too assertive? Not assertive enough?
- Was I dressed appropriately?
- Did I effectively close the interview?

The more you learn from the interview, the easier the next one will become. You will become more confident. Make a list of specific ways you can improve your next interview.

Finally, write a thank-you note or letter to each person who took part in the interview. Thank the employer for their time, restate your interest and qualifications for the job, and remind them of your intent to follow-up. Mail the letter the day of the interview.

For more information: http://content.monster.com/search/result.asp
http://careers.altavista.com/intvTips.html

Working While You're Looking

Looking for a new job while you're already on the job can be difficult, but career counselors say being employed while looking for a new job gives you the advantage over unemployed job seekers.

Maybe the best reason to keep working while looking for work is that even a dead-end job you hate gives you a much broader network of contacts. They can potentially connect you with your new employer. Since networking is such an important part of a job search, it makes sense to hold on to your old job until you find a new one. Another advantage is that it demonstrates to prospective employers that you are a responsible person who won't just walk out the door when things don't go your way.

But there are right ways and wrong ways to tap your workplace network. Don't just walk up to someone and ask if they know about jobs that might be available. Instead, figure out who the key people are for you to network with and talk to them about your skills and general career goals. That way, you'll come to mind when they do hear about job openings. They also may be able to introduce you to someone later who can hire you or help you get connected to your new employer.

It would probably be unwise to tell everyone at your workplace that you're looking for a new job. You don't want your current boss to know you plan on leaving. You must also be sensible about job search related communications at your workplace. Don't use the office fax and phone to conduct your job search. And when communicating with prospective employers, make sure they know your application or inquiry is to be kept confidential.

Other resources available to the working job seeker might include continuing education, conferences, seminars, work-related travel, or even drinks after work. World Wide Web sites, online services and e-mail all offer new avenues for networking. And, the anonymity and reach of cyberspace makes it easy to cast a wide net when looking for a new job.

Although there's a new attitude about changing jobs–it's no longer an indication of failure or instability–managing your own career is your job more than ever. So it's essential to network and market yourself. These are best done when you already have a job.

Don't overlook temping while looking for a job. Temporary staffing agencies are looking for more than entry-level and administrative. The temp industry has undergone tremendous growth in the past few years and is far from being only for the office clerk and minimum-wage laborer.

Today, there are temps working in virtually every career category, including medicine, law, engineering, sales, computers. And many assignments are long-term. Temp agencies, now called staffing services, have become an integral and increasingly important part of the labor market. For most companies the issue is not whether to use temps, but rather how many, in which areas and for what terms.

Many temp agencies offer benefits and the pay can be quite good. Temping also gives you many more contacts and allows you to demonstrate your skills as well as acquire new ones. Depending on the needs of your area's market, the temporary-help industry can be a wonderful job search resource, regardless of your career field.

For more information: http://www.dbm.com/jobguide/misc.html#temp

Here's the KEY to information in the Career Chart

Occupational Title and Description	Employment Outlook	Average Wage Range	Training Required	Other
This column includes the title and description of duties for each occupation. The job tasks you actually do will depend on your employer, training and experience.	Where Utah data are available, this column shows the Utah job outlook to 2005 based on the average number of job openings expected in each of the next five years. Occupations are divided into five groups: ▸ **Limited,** 40 or fewer average annual openings; ▸ **Fair,** 41 to 75 average annual job openings; ▸ **Average,** 76 to 150 average annual job openings; ▸ **Good,** 151 to 350 average annual job openings; ▸ **Very Good,** more than 350 average annual job openings.	This column shows the salary range for the middle 50% of workers in the occupation. *This is not what a worker just starting out in an occupation could expect to earn,* but it is a good measure of what a more experienced worker could earn in this occupation. Utah information in this column is taken from wage surveys conducted in Utah in 1999. National information is taken from the Bureau of Labor Statistics.	This column shows the education and training requirements for entry into the occupation. The information in this column was developed by the U.S. Department of Labor's Bureau of Labor Statistics. (For more information o this new system of describing education and training requirements, see the Winter 1995-96 edition of the *Occupational Outlook Quarterly*.) Occupations are divided into 11 groups: ▸ **1st professional degree;** ▸ **Doctoral degree;** ▸ **Master's degree;** ▸ **Related work experience and a bachelor's degree;** ▸ **Bachelors' degree;** ▸ **associate's degree;** ▸ **post-secondary applied technology education;** ▸ **related work experience;** ▸ **More than 12 month's on-the-job training**–these jobs generally require more than 12 months on-the-job training combined with work experience and formal classroom instruction, this category also includes occupations that require apprenticeships; ▸ **1 to 12 months on-the - job training**–these jobs may require a combination of on-the-job training and information training that can include observing experienced workers; and, ▸ **less than 1 month on-the-job training.**	This column lists codes for public institutions in Utah which offers training that may be useful for entry into the occupation. In addition, this column contains other useful information about the occupation such as whether it is a licensed occupation or whether it is apprenticeable (APP)

The Utah Career Chart

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
REALISTIC (TECHNICAL) OCCUPATIONS				
AIRCRAFT MECHANIC Repairs and maintains the operating condition of aircraft, such as hydraulic and pneumatic systems, landing gear, propeller assemblies, fuel tanks and airframe assemblies. Services,replaces, fits and adjusts parts and equipment	Limited	$33,000-$41,100	post secondary applied technology education	APP licensed occupation
ANIMAL CARETAKER Care for, feeds, waters, bathes and exercises animals. Cleans and repair cages. Plays with animals, gives companionship and watches for behavioral changes that indicate illness or injury. Records information about bloodlines, diet and medical history.	Average	$12,000-$21,300	less than 1 month on-the-job training	veterinary technology training will improve employment prospects
AUTOMOBILE MECHANIC Adjusts, repairs and overhauls automotive vehicles. Inspects, lubricates and adjusts engines and other components. Repairs or replaces parts before they cause breakdowns. Mechanics in larger shops have increasingly become specialized.	Very Good	$19,700-$34,400	more than 12 months on-the-job training	APP
AUTOMOTIVE BODY REPAIRER Repairs, repaint and refinishes automotive vehicle bodies; straightens bent frames, removes dents and replaces crumpled parts and damaged vehicle glass.	Good	$17,200-$33,200	more than 12 months on-the-job training	APP
BAKER, BREAD AND PASTRY Mixes and bakes ingredients according to recipes to make breads, pastries and other baked goods. Measures ingredients, shapes and bakes dough and applies filling and decorations.	Average	$1,600-$21,600	1 to 12 months on-the-job training	APP
BICYCLE REPAIRER Repairs and services bicycles using power and hand tools. Disassemble parts, replaces worn and broken parts, reassembles bicycles; installs equipment such as lights and seats.	Limited	$14,000-$16,700	1 to 12 months on-the-job training	70% of bicycle repairers are self-employed
BRICKMASON Lays brick, structural tile, concrete, cinder blocks and similar materials to construct or repair walls, partitions, fireplaces, arches, sewers, and other structures.	Limited	$33,100-$44,800	more than 12 months on-the-job training	APP
BROADCAST TECHNICIAN Set up, operates and maintains the electronic equipment used to transmit radio and television programs. Controls audio equipment to regulate volume level and quality of sound during radio and television broadcasts. May switch from one camera or studio to another, from film to live programing or from network to local programs. Give technical directions to studio personnel.	Fair	$17,500-$25,300	post secondary applied technology education	
BUS DRIVER Transports passengers from place to place in a city or town or from city to city according to a time schedule. Collect tickets or cash fares.	Fair	$17,700-$30,500	1 to 12 months on-the-job training	licensed occupation
BUTCHER Cuts, trims and prepares consumer-sized portions of meat for sale for use in food service establishments. May work in slaughter houses or meat packing firms where duties include killing, skinning and cutting up animals such as cattle, sheep and hogs. May trim, sort and wash the internal organs of animals? May cut standard cuts of meat for marketing.	Limited	$17,400-$28,200	more than 12 months on-the-job training	APP

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Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
REALISTIC (TECHNICAL) OCCUPATIONS				
CARPENTER Cuts, fits and assembles wood and other materials in the construction of buildings, highways and bridges, industrial plants and many other structures. Working from blueprints or instructions from supervisors, measures, marks and arranges materials. Cuts and shapes wood, plastic, ceiling tile, fiberglass and drywall. Join the materials with nails, screws, staples or adhesives. Checks the accuracy of work.	Good	$23,100-$33,200	more than 12 months on -the-job training	APP
CARPENTER'S HELPER Help carpenters or craft workers by performing duties of lesser skill such as supplying or holding materials or tools and cleaning work area and equipment.	Average	$15,000-$21,800	less than 1 month on-the-job training	
CARPET INSTALLER Measures area to be carpeted and plan's layout of the carpet, installs the carpet by stretching it to fit evenly on the floor and snugly against each wall, attaches the carpet to a stripping to hold it in place. Uses hand tools such as hammers, drills, staple guns and rubber mallets.	Fair	$22,000 - $32,77200	1 to 12 months on-the-job training	high percentage are self-employed, 98% (national)
CIVIL ENGINEERING TECHNICIAN Helps civil engineers plan and build such projects as highways, bridges and wastewater treatment systems. Conducts materials testing and analysis and writes reports on results. Surveys project sites.	Limited	$24,200-$38,000	associate's degree	
COMBINATION TOOL MACHINE SETTER/OPERATOR Sets up, or sets up and operates, more than one type of cutting or forming machine tool, such as gear hobbers, lathes, boring machines, press brakes, shearing and boring machines.	Limited	$17,600-$25,100	1 to 12 months on-the-job training	
CONCRETE AND TERRAZZO FINISHER Applies cement, sand, pigment or marble chips to floors, stairways and cabinet fixtures to create durable and decorative surfaces. Finishes freshly poured concrete walls, roads, walkways and ornamental stone facings.	Limited	$20,600-$30,700	more than 12 months on-the-job training	APP
COOK, INSTITUTION OR CAFETERIA Plans menus and cooks food in cafeterias, hospitals, schools or other large facilities. Usually prepares meals in large quantities rather than to individual order.	Average	$14,300-$27,000	more than 12 months on-the-job training	APP
COOK, RESTAURANT Prepares, seasons and cooks soups, meats, vegetables, desserts and other foods in restaurants. May plan menus, keep records of food supplies, order food as needed and price items on menu.	Good	$13,800-$18,700	more than 12 months on-the-job training	APP
COOK, SHORT-ORDER / FAST FOOD Prepares and cooks food in restaurants that emphasize fast service with a limited menu. Duties of the cook are limited to one or two items such as hamburgers, chicken, pizza, tacos or fish and chips. Often works on several orders at the same time.	Good	$12,000-$15,600	less than 1 month on-the-job training	
COST ESTIMATOR Develops information for owners or managers to use in making bids for contracts or in knowledge of determining pricing of new products or services. Compiles and analyzes data on all factors construction that can influence costs, such as materials, labor, location and special machinery engineering requirements including computer hardware and software.	Limited	$29,400-$49,500	related work experience gives applicant an edge	APP
CUSTOM TAILOR Designs and makes tailored garments, applying knowledge of garment design, construction, styling and fabric. May alter, repair or fit made-to-measure garments, sewing by hand or machine.	Average	$13,900-$19,500	related work experience	APP
DATA PROCESSING EQUIPMENT REPAIRER Repairs, maintains and installs electronic computers, peripheral equipment and word processing systems. Follows charts, blueprints and diagrams)	Limited	$23,700-$38,000 (national)	post-secondary applied technology education	repairers expected to grow

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
REALISTIC (TECHNICAL) OCCUPATIONS				
DENTAL LABORATORY TECHNICIAN constructs special devices used to straighten teeth. Uses hand instruments and lab equipment	Limited	$17,900-$30,800 (national)	more than 12 months on-the-job training	APP
DIESEL ENGINE MECHANIC Services and repairs engines used to power industrial vehicles and machinery. This includes bus, truck, tractor, train and boat engines. Removes engines, takes them apart, and repairs or replaces worn or damaged parts.	Average	$24,600-$34,900	more than 12 months on-the-job training	APP
DRIVER / SALES WORKER Drives over established routes to deliver and sell goods or to pick up and deliver items; may refill vending machines, handle customer complaints, prepare billing statements or collect	Average	$12,600 $21,000	less than 1 month on -the-job-training	
DRYWALL INSTALLER Applies plasterboard or other wallboard to ceilings and interior walls of buildings. Builds metal	Limited	$20,100-$32,900	1 to 12 months on-the-job- training	
ELECTRICAL/ ELECTRONIC ENGINEERING TECHNOLOGIST Works with engineers and scientists to design, build, test, repair, and modify electrical and electronic equipement. Also installs and operates such equipment.	Average	$21,700-$43,500	associates degree	APP
ELECTRICAL/ELECTRONIC EQUIPMENT ASSEMBLER Follows blueprints and wiring diagrams to put together complex electrical or electronic equipment such as missile control systems, radio and test equipment, computers, numerical control machine tools, radar or appliances.	Limited	$15,500-$22,600	related work experience	
ELECTRICAL / ELECTRONICS ASSEMBLER Follows work orders and production drawings to put together less complex electrical and electronic parts, subassemblies and systems.	Fair	$14,000-$18,700	less than 1 month on -the-job-training	
ELECTRICIAN Plans, installs, maintains, and repairs electrical wiring, equipment, and fixtures. Insures that work is done in accordance with relevant codes. Follows blueprints and building plans.	Limited	$26,900-$40,700	more than 12 months on-the-job training	APP licensed occupation
ELECTRONICS REPAIRER Installs, repairs, and services electronic equipment used in the business and industry. Works with industrial controls, telemetering and missile control systems, radar systems, transmitters, and antennae. Interprets wiring diagrams to trace and connect wires.	Fair	$26,500 - $43,000	post - secondary applied technology education	APP
EXCAVATING AND LOADING MACHINE OPERATOR Operates machinery equipped with scoops, shovels, or other devices to excavate and load loose materials and ore. Works at construction, mining or similar sites	Limited	$24,400 - $34,900	1 to 12 months on-the-job training	
FARM WORKER Completes various tasks necessary to grow crops and raise animals on a farm. May drive tractors, trucks, or other farm machines. May repair fences or buildings and clean barns.	Very Good	not available	less than 1 month on - the job training	
FIRE FIGHTER Controls and extinguishes fires, protects life and property, and maintains equipment. Uses firefighting equipment such as hoses, ladders, chemicals, axes, or crowbars.. May operate emergency vehicles or parachute from plans. Also gives first aid to the injured.	Fair	$12,400 - $26,800	more than 12 months on-the-job training	APP
FISH AND GAME WARDEN Patrols assigned area to prevent game law violations. Investigates reports of damage to crops or property by wildlife. Compile biological data. Travels through the area by car, boat, airplane, horse or on foot.	Limited	not available	1 to 12 months on-the-job training	
FOOD PREPARATION WORKER Prepares cold cuts, seafood, salads, and other foods; maintains and cleans kitchen work areas, equipment, and utensils. Performs simple tasks such as slicing meat, brewing coffee and tea, or preparing sandwiches.	Very Good	$12,000 - $16,400	less than 1 month on-the- job training	APP

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
REALISTIC (TECHNICAL) OCCUPATIONS				
GARDENER / GROUNDSKEEPER Maintains lawns, trees, flowers, and shrubs in place such as parks, golf courses, and cemeteries. Duties may range from mowing, trimming, planting, watering, and raking to planning and executing small-scale landscaping operations.	Very Good	$13,700 - $19,600	less than 1 month on- the- job training	high turnover
GENERAL MAINTENANCE REPAIRER Keeps machines, mechanical equipment, or structure of an establishment in repair. Duties may include performing routine prevention maintenance; repairing electrical and / or mechanical equipment; installing new equipment; installing new equipment; and repairing buildings, floors, or stairs.	Very Good	$17,300 - $29,100	more than 12 month on-the-job training	APP large occupation with growth, high turnover
GRADER AND DOZER OPERATOR Operates machines or vehicles equipped with blades used to remove, distribute, level, or grade earth. May push trees and rock from land	Limited	$12,200 - $17,200	1 to 12 months on-the- job training	
HAND PACKAGER Packages materials or products by hand . Fill containers with materials and wraps articles in paper, plastic film or other materials. May clean , weigh, and inspect and sort articles before packaging	Very Good	$12,000 - $16,600	less than 1 month on-the- job training	
HARD TILE SETTER Applies ceramic tile to walls, floors, and ceilings. Arranges tile and then lays tile, using cement or paste. Applies grout and taps tile in place.	Limited	$30,100 - $39,300	more than 12 months on-the-job training	
HEATING, AIR CONDITIONING, AND REFRIGERATION MECHANIC Installs, maintains and repairs equipment used to heat and cool buildings. Inspects and tests units for defects; takes faulty units apart, and repairs and replaces parts. Replaces filters, adjusts controls, assembles switches, and cuts and connects pipes.	Limited	$24,100 - $34,900	more than 12 months on-the-job training	APP
HEAVY EQUIPMENT MECHANIC Repairs and maintains large mobile mechanical, hydraulic, and pneumatic equipment such as cranes, bulldozers, graders, and conveyors. May weld straighten, bolt, and refit structural metal assemblies.	Fair	$27,800 - $40,200	more than 12 months on-the-job training	
HEAVY TRUCK DRIVER Drives a tractor-trailer combination or a truck with a capacity of at least three tons, used to transport and deliver goods, livestock, or materials. Drivers may deliver to construction sites, warehouses, stores, or homes. Mya be required to load and unload truck.	Very Good	$23,300 - $36,300	less than 1 month on-the-job training	licensed occupation
HELPER, MECHANIC AND REPAIRER Helps mechanics and repairers to maintain equipment, replace parts, and repair vehicles and machines. Performs duties such as furnishing tools, materials, and supplies to other workers; cleaning work area, machines, and tools, and holding materials or tools for other workers.	Good	$14,000- $21,100	less than 1 month on-the-job training	
INDUSTRIAL MACHINERY MECHANIC Repairs and maintains the operating condition of machines found in a plant or factory. Duties include repairing machinery and mechanical equipment such as pumps, conveyor systems, and motors. Regularly inspects machinery and checks performance. Includes keeping machines and their parts well oiled, greased, and cleaned.	Average	$32,700- $55,600	more than 12 months on-the job training	
INDUSTRIAL TRUCK / TRACTOR OPERATOR Operate industrial trucks or tractors equipped with fork lift, elevated platform, or trailer hitch to move materials around warehouse, storage yard, factory, or construction site	Fair	$20,000- $29,000	less than 1 month on-the-job training	

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Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
REALISTIC (TECHNICAL) OCCUPATIONS				
INSPECTOR, TESTER, AND GRADER Inspects and tests parts, products, and equipment. Records or reports the findings. Looks for defects, wear, deviation from specification and other problems. Grades parts or products. Uses precision measuring instruments and test equipment and hand tools. May adjust and repair faulty equipment used in production work.	Average	$17,800 - $29,700	less than 1 month on-the-job training	APP most employers prefer to train own employees
LABORER, LANDSCAPE & GROUNDSKEEPER Plans and executes small landscaping operations. Maintains grounds and landscape for private businesses or residences. Mows and trims lawns trim shrubs, cultivate gardens, cleans grounds and transplants trees and shrubs.	Very Good	$13,700-$19,600	less than 1 month on-the-job training	APP
LAUNDRY AND DRY-CLEANING MACHINE OPERATOR Operates or tends machines that launder, dye, or dry-clean clothing, rugs, and linens. May spot-clean items or wash delicate fabrics by hand. May iron, fold, or patch articles. Some specialize in cleaning items such as furs, feathers, or leather garments.	Average	$13,100 - $18,600	less than 1 month on-the-job training	
LIGHT TRUCK DRIVER Drives trucks with a capacity under three tons. May deliver items to stores, homes, farms, plants, or construction sites. May load and unload truck.	Very Good	$14,400 - $23,400	1 to 12 months on-the-job training	licensed occupation
MACHINE FEEDER / OFFBEARER Feeds materials into or removes materials from machines that are automatic or tended by other workers.	Fair	$14,800 - $22,000	less than 1 month on-the-job training	workers learn skills informally from more experienced workers
MACHINIST Sets up and operates machine tools used to make or repair metal parts for cars, machines, and other equipment. (Machine tools are large, power drive machines which drill, grind, shear or shape metal.) Follows blueprints and drawings to select tools and plan procedures.	Average	$23,700-$35,800	more than 12 months on-the-job training	APP
MECHANICAL ENGINEER Plans and designs tools, engines, machines, and other mechanical equipment. Oversees installation, operation, maintenance, and repair of such equipment as centralized heat, gas, water, and steam systems.	Fair	$42,400-$72,200	bachelor's degree	licensed occupation
NURSERY WORKER Works in nursery facilities or at customer location planting, cultivating, harvesting, and transplanting trees, shrubs, or plants. May trap and poison plant pests and tag plants for identification. Also may help cut and saw tree limbs.	Very Good	$13,700-$19,600	less than 1 month on-the-job training	
OPERATING ENGINEER Operates power construction equipment, such as compressors, pumps, hoists, derricks, cranes, shovels, tractors, or scrapers; excavates, moves and grades earth; erects structures; or pours concrete or other hard surface pavement. May repair and maintain equipment.	Limited	$26,400 - $34,900	1 to 12 months on-the-job training	APP
ORDER FILLER Fills customer's mail and telephone orders. Duties include computing prices of items, completing order receipts, keeping records of out-going orders, and requisition additional materials, supplies, and equipment.	Average	$16,200-$22,900	1 to 12 months on-the-job training	most employed by wholesale trade industry
PACKAGING AND FILLING MACHINE OPERATOR Operates or tends machines, such as filling machines, baling machines, wrapping machines, and stuffing machines, to prepare industrial or consumer products, such as meat and other food products, ammunition, stuffed toys and athletic equipment.	Good	$15,000-$21,300	1 to 12 months on-the-job training	

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
REALISTIC (TECHNICAL) OCCUPATIONS				
PAINTER / PAPERHANGER Applies paint, stain, varnish, and other finishes to buildings and other structures. Chooses the right paint or finish for surface to be covered. May mix colors or match paint to obtain desired color. Paperhangers covers walls and ceilings with decorative wall coverings made of paper or fabric.	Limited	$19,300-$28,400	1 to 12 months on-the-job training	APP
PAVING/SURFACING EQUIPMENT OPERATOR Operates equipment that spreads concrete or other materials on roadbeds, parking lots, airport runways or other surfaces. May use equipment that packs gravel, dirt, or other material.	Limited	$24,000-$35,100	1 to 12 months on-the-job training	
PHARMACY TECHNICIAN Fills orders for unit doses and prepackaged pharmaceuticals and performs other related duties under the supervision and direction of a pharmacy supervisor or staff pharmacists. Duties include keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations, and informing the supervisor of stock needs and shortages.	Fair	$18,600-$24,700	1 to 12 months on-the job training	
PIPELAYER Lays clay, concrete, plastic, or cast iron pipe for storm or sanitation sewers, drains, water mains, and oil or gas lines. Grades trenches, positions pipe, and seals joints. Lines up pipeline sections before joining them together.	Limited	$19,900-$24,600	1 to 12 months on-the-job training	
PLUMBER/ PIPEFITTER Plans, installs and repairs pipe systems that carry water, steam or other liquids or gases. Also repairs piping systems and puts in plumbing fixtures, appliances, and heating and cooling equipment.	Limited	$26,600-$42,100	more than 12 months on-the-job training	APP licensed occupation
PRECISION MACHINE ASSEMBLER Constructs, assembles, or rebuilds machines or equipment, such as engines, turbines, or office machines. Fits or assembles parts or sub-assemblies. Installs moving parts and assembles systems of gears. May test or help in testing of competed product.	Limited	$22,600-$32,900	related work experience	opportunities for workers vary by industry
PRECISION WOODWORKER Makes or assembles wood products that are either complex or precisely detailed. May make patterns for molds to make products. Mya build and repair wooden cabinets or high grade furniture. May refinish damages furniture. Generally performs a complete cycle of cutting, shaping, surface preparation, and assembling prepared parts of complex wood components into a finished wood products.	Limited	$15,800-$24,900	more than 12 months on-the-job training	APP
PRINTING PRESS OPERATOR Prepares, operates, and maintains printing presses, install and adjusts the printing plate, mixes fountain solution, adjusts pressure, inks presses, loads paper, and adjusts the press to the paper size. May perform preventative maintenance, oil and clean presses, and make minor repairs to keep presses running smoothly.	Fair	$18,900-$30,600	1 to 12 months on-the-job training	
RECREATION AND AMUSEMENT ATTENDANT Schedules use of recreation facilities, allocates equipment, collect fees, sets pins, prepares billiard tables, provides caddying and other services for golfers, and operates carnival rides and amusement concessions.	Good	$12,400-$20,100	less than 1 month on -the-job training	
ROOFER Covers and repairs tops of buildings with slate, asphalt, aluminum, wood, and related materials. May spray roofs, sidings, and walls with material to bind, seal, insulate, or soundproof sections of structures.	Fair	$20,800-$31,800	1 to 12 months on-the-job training	APP
SCHOOL BUS DRIVER Takes children to schools in the morning and returns them to their homes at the end of each school day. Maintains order during the trip and follows safety rules when loading and unloading students. Checks vehicle's tires, brakes, windshield wiper, lights, oil, fuel, water, and safety equipment.	Average	$17,400-$28,300	less than 1 month on-the-job training	

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
REALISTIC (TECHNICAL) OCCUPATIONS				
SERVICE STATION ATTENDANT Services vehicles by filling gas tanks, washing windshields, changing oil, and replacing filters, belts, batteries, headlights, and other items. Takes inventory of auto parts. Sets up displays, takes payment for service.	Limited	$12,300-$16,800	less than 1 month on-the-job training	
SEWING MACHINE OPERATOR Operates or tends sewing machines to sew together materials. Makes items such as garments, quilts, upholstery, books, toys, or similar products. Threads the machines, adjusts needles, and moves controls to regulate feed rates and thread tension.	Limited	$12,100-$17,500	less than 1 month on-the-job training	
SHEET METAL WORKER Fabricates, assembles, installs, and repairs sheet metal products and equipment, such as control boxes, drainpipes, and furnace casings. Work may involve setting up and operating fabricating machines and operating soldering and welding equipment.	Limited	$20,400-$37,700	1 to 12 months on-the-job training	APP
SHIPPING AND RECEIVING CLERK Keeps records on incoming and outgoing shipments. Prepares shipping documents and mailing labels, makes sure orders have been correctly filled by verifying incoming shipments against original order. May route or move shipments to the proper department , warehouse section, or stockroom.	Good	$16,300 - $28,400	less than 1 month on-the-job training	growth may be affected by automation
SMALL ENGINE SPECIALIST Services and repairs small engines, such as those found on chain saws, motorcycles, motorboats, snowmobiles, and garden equipment. May repair and adjust clutches, brakes, and other machine parts. Takes engines apart, test them, and replace defective parts.	Limited	$19,100-$36,600	more than 12 months on-the job training	APP opportunities are best for those completing a training program
STOCK CLERK Receives, stores, and issues materials, equipment, and other items from stockroom, warehouse, or storage yard. Keeps records and compiles stock reports. Organizes and when necessary, marks items with identifying codes or prices so inventories can be located quickly and easily.	Good	$13,500-$19,400	less than 1 month on-the-job training	large occupation with high turnover
STOCK CLERK, FLOOR Receives, stores, and issues sales floor merchandise. Stocks shelves, racks, bins, or tables with merchandise and arranges merchandise displays to attract customers. May take physical count of stock or mark merchandise.	Good	$15,100-$22,800	less than 1 month on-the-job training	large occupation with high turnover
TIRE REPAIRER / TIRE CHANGER Repairs and replaces tires, tubes, treads, and related products on automobiles and other vehicles. Duties include mounting tires on wheels, balancing tires and wheels, testing and repairing damaged tires and inner tubes.	Average	$13,800-$17,700	less than 1 month on - the- job training	
TV CABLE INSTALLER Strings and repairs television cable and other equipment for transmitting messages or TV programming. Duties include locating and repairing defects in existing systems; placing, rearranging, and removing underground or aerial cables; and installing supports, insulation, or guy wire systems.	Limited	$21,300-$36,200	more than 12 months on-the-job training	most employers prefer high school graduates with specific qualifications
VEHICLE WASHER / EQUIPMENT CLEANER Washes and cleans vehicles, machinery, and other equipment.	Limited	$12,300-$17,400	less than 1 month on-the-job training	
WATER AND SEWAGE TREATMENT PLANT OPERATOR Controls pumps, valves, and other processing equipment to move wastewater through treatment processes; disposes of the waste materials. Reads and interprets meters and gauges, operates chemical-feeding devices, takes samples of water and wastewater, performs chemical and biological laboratory analysis, and tests, adjusts the amount of chemicals in water.	Fair	$23,400-$30,300	more than 12 months on-the-job training	

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
REALISTIC (TECHNICAL) OCCUPATIONS				
WELDER / CUTTER Uses hand-held welding equipment and torches to join or cut metal or plastics. May fuse together plastic sheets, weld metal parts, kor trim metal from objects. Follows blueprints and work orders.	Average	$21,800- $30,700	post secondary applied technology education	APP
INVESTIGATIVE (SCIENTIFIC) OCCUPATIONS				
AEROSPACE / AERONAUTICAL ENGINEER Designs, constructs, and tests aircraft, missiles, and spacecraft. May conduct basic and applied research to evaluate adaptability of materials and equipment to aircraft design and manufacture. May assist in planning the technical phases of aircraft systems, flight operations, or logistics.	Limited	$39,000- $78,000+ (national)	bachelor's degree	
AIRCRAFT PILOT / FLIGHT ENGINEER Operates airplanes to transport passengers and cargo. May dust crops, spread seed for reforestation, test aircraft, track criminals, monitor traffic, and rescue and evacuate injured persons. Plan flights, checks aircraft to make sure that systems are functioning properly ; chooses route, altitude, and speed that will provide the fastest and safest flight	Fair	$80,000 average (National)	more than 12 months on-the-job training	licensed occupation
BIOLOGICAL SCIENTIST Conducts research to gain information about living to solve problems in medicine, industry, and agriculture. Often uses complex research techniques and lab equipment. May do consulting work, teach or write for journals. May test and inspect foods, drugs and other products.	Fair	$36,500- $60,500	doctoral degree	
CHEMICAL ENGINEER Designs chemical plant equipment and develops processes for manufacturing chemicals and products such as gasoline, synthetic rubber, plastics, and detergents. Some specialize in certain areas such as pollution control, heat transfer, or the production of certain types of products.	Limited	$40,600- $74,500 (National)	doctoral degree	
CHEMICAL LAB TECHNICIAN Conducts chemical and physical laboratory tests to assist scientists in making qualitative and quantitative analysis of solids, liquids, and gaseous materials. Some test materials processes, and products to make sure they meet standards.	Limited	$24,600- $36,000	Associate's degree	
CHEMIST Searches for and puts to practical use new knowledge about chemicals, investigates the properties, composition, and structure of matter and the laws that govern the combination of elements and reactions of substances. May create new products and processes.	Limited	$33,000- $48,900	Bachelor's degree	
CHIROPRACTOR Adjusts spinal column and other articulations of the body to prevent disease and corrects abnormalities of the human body believed to be caused by interference with the nervous system. Examines patient to determine nature and extent of disorder. Manually manipulates spine or other involved area. May use supplementary measures such as exercise, rest, water, light, heat and nutritional therapy	Fair	$25,000- $81,400	1st professional degree	licensed occupation
CIVIL ENGINEER Plans, designs and overseas construction and maintenance of structures such as roads, railroads, airports, bridges, harbors, channels, dams, irrigation projects, pipelines, power plants, water supply and sewage systems. May work in design, construction, research, and teaching.	Average	$38,500- $63,100	Bachelor's degree	
COMPUTER ENGINEER Plans , designs, and helps build computers and related equipment. Analyzes the data processing requirements of a business or industry to plan the computer equipment required to provide system capabilities for projected work loads. Plans layout and installation of new system or modification of existing system.	Good	$45,100- $77,100	Bachelor's degree	

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
INVESTIGATIVE (SCIENTIFIC) OCCUPATIONS				
COMPUTER SYSTEMS ANALYST Plans ways to use computers to solve scientific, engineering, and business problems. Determines what data to collect, equipment needed, and steps to follow in processing the information. Prepares charts and diagrams that describe system operations.	Very Good	$36,800-$65,200	Bachelor's degree	
DENTIST Diagnoses, prevents, and treats diseases, injuries, and malformations of teeth, gums and related oral structures. May perform corrective surgery of the gums and supporting bones to treat gum diseases. Extracts teeth and makes molds, measurements for dentures. Administers anesthetics and writes prescriptions for antibiotics and other medications.	Average	$70,000+	1st professional degree	licensed occupation
DRAFTER Prepare working plans and detail drawings from rough or detailed sketches and notes for engineering or manufacturing purposes. Calculates the strength, quality, and cost of materials	Good	$22,300-$33,500	post secondary applied technology education	licensed occupation
ECONOMIST Studies the ways a society uses scare resources such as land, labor, raw materials, and machinery to produce goods and services. Conducts research, collects and analyzes data, monitors economic trends, and develops forecasts.	Limited	$30,500-$56,700	Bachelor's degree	
ELECTRICAL / ELECTRONICS ENGINEER Designs, develops, tests, and supervises the manufacturing and installation of electrical and electronic equipment, components or systems, designs new products, writes performance requirements, and develops maintenance schedules. Tests equipment, solves operating problems, and estimates the time and cost of engineering projects.	Good	$48,300-$78,200	Bachelor's degree	APP
FORESTER / CONSERVATION SCIENTIST Plans, develops, and controls environmental factors affecting forests, range land, and farm land and their resources. Plans ways to be sure that forest resources meet present and future public needs. Develops ways to protect resources against fire, insects, disease, floods, and erosion. Seeks to develop new and better methods and tools for conserving resources.	Limited	$33,600-$48,900	Bachelor's degree	
INDUSTRIAL ENGINEER Determines the most effective ways for and organization to use the basic factors of production; people, machines, materials, information and energy . Plans equipment layout, work flow, and accident prevention measures to maintain efficient and safe utilization of plant facilities. Develops management control systems, designs production planning and control systems. Develops and oversees quality control, inventory control, and production record systems.	Limited	$44,700-$75,400	Bachelor's degree	licensed occupation
MECHANICAL ENGINEERING TECHNICIAN Helps engineers design and develop machinery, robotics, and other equipment by making sketches and rough layouts,. Records data, makes computations, analyzes results, and writes reports. May test and inspect machines and equipment in manufacturing departments or work with engineers to eliminate production problems.	Limited	$32,600-$47,00	Associate's degree	APP
MEDICAL / CLINICAL LABORATORY TECHNICIAN Performs routine tests in medical laboratory for use in treatment and diagnosis of disease. Prepares vaccines, biological, and serums for the prevention of disease. Prepares tissue samples, takes blood samples, and executes laboratory tests such as unnalysis and blood counts. May work under the general supervision of a Medical Technologist.	Average	$16,100-$23,600	Associate's degree	

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Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
INVESTIGATIVE (SCIENTIFIC) OCCUPATIONS				
MEDICAL TECHNOLOGIST Performs complex procedures in the clinical laboratory or performs specialized procedures in such areas as cytology, histology, and microbiology. Microscopically examines blood, tissue, and other body substances; makes cultures of body fluid or tissue samples; analyzes samples for chemical content or reaction; and determines blood glucose or cholesterol levels. May type and cross-match blood samples for transfusions. May evaluate the effects a patient's condition has on test results, develop and modify procedures, and establish and monitor programs to insure the accuracy of tests.	Fair	$31,900-$41,300	Bachelor's degree	
OPTOMETRIST Examines eyes for vision problems, diseases, and other disorders of the eye. Tests eyes for proper depth and color perception and focus. Prescribes lenses and treatment . Refers patients to doctors. Supplies eyeglasses and fits and adjusts contact lenses.	Fair	$13,700-$80,800	1st professional degree	licensed occupation
PHARMACIST Dispenses medications following prescriptions issued by physicians, dentists, or other authorized medical practitioners. Advises people on the use of medicines that do not need a doctors order. May prepare medicines and test drugs for purity and strength. Keep records of the drugs patients use and advises doctors on the selection of drugs.	Fair	$59,400-$82,500	Bachelor's degree	licensed occupation
PHYSICIAN Performs medical exams, diagnoses diseases, and treats people with injuries or diseases. Advises patients on how to prevent disease and keep fit through exercise and diet. Most specialize in a certain field of medicine such as surgery, obstetrics, or psychiatry. May visit patients in their homes or in nursing homes. May also do research or teach in medical schools.	Very Good	$70,000 +	1st professional degree	licensed occupation
PHYSICIANS'S ASSISTANT Takes medical histories, examines patients, orders and interprets laboratory tests and X-rays, and makes preliminary diagnoses. Also treats minor injuries by suturing, splinting, and casting. Records progress notes , instructs and counsels patients, and orders or carries out therapy. May prescribe medications. May order medical and laboratory supplies and equipment. Always works under the supervision of a physician.	Fair	$32,800-$83,300	Bachelor's degree	licensed occupation
PSYCHOLOGIST Studies human behavior and mental processes to understand, explain, and change people's behavior. May study the way a person thinks, feels, or behaves. Research psychologist investigates the physical, cognitive, emotional, or social aspects of human behavior. Applied psychologist counsels and conducts training programs; does market research and applies psychological treatments to a variety of medical and surgical conditions.	Average	$36,900-$51,700	Master's degree	licensed occupation
SURGICAL TECHNICIAN / TECHNOLOGIST Assists in operations under the supervision of surgeons or registered nurses. Helps set up operating room with surgical instruments, equipment, and fluids. Assembles, adjusts, and checks nonsterile equipment to ensure it is in working order. Prepares patients for surgery by washing, shaving, and disinfecting incision sites. Transports patients to the operating room , helps position them on the operating table, and covers them with sterile surgical drapes. Also observes patient's vital signs, checks charts, and helps surgical team scrub, and put on gloves, gowns, and masks. During surgery passes instruments and may hold retractors or cut sutures.	Limited	$20,900-$28,600	post secondary applied technology education	
TECHNICAL WRITER Researches, writes and edits technical material such as equipment manuals, appendices, and operating and maintenance instructions. Mya oversee preparation of illustrations, photographs, diagrams, and charts, and assist in layout work. May write speeches and news releases.	Limited	$28,000-$43,700	Bachelor's degree	knowledge about a specialized field is usually required

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
INVESTIGATIVE (SCIENTIFIC) OCCUPATIONS				
VETERINARIAN Studies, diagnoses, treats and helps to control diseases and injuries among animals. Operates on sick or injured animals. Gives medicines, drugs, and vaccines to animals. Treats animals in hospitals ans clinics or on farms and ranches.	Fair	$39,700-$83,200	1st professional degree	licensed occupation
ARTISTIC OCCUPATIONS				
ACTOR/DIRECTOR/PRODUCER Plays parts in stage, television, radio, or motion picture productions for entertainment, information, or instruction. Reads scripts and decides how to interpret roles; relies on facial and verbal expressions as well as body motion for creative effect. Uses props and costumes to help communicate ideas.	Good	$12,000-$24,700	more than 12 months on-the-job training	
ARCHITECT Plans and designs the construction of private residences, office buildings, theaters, factories, and other structures. Plans and designs project such as parks, airports, and highways. Prepares detailed drawings that show the scale and structure of buildings, the dimensions of every part of the structure and location of plumbing, heating and other units..	Fair	$30,900-$56,900	Bachelor's degree	licensed occupation
ARTIST / COMMERCIAL ARTIST Uses a wide variety of materials and methods to communicate ideas, thoughts and feelings. May use oils, watercolors, plaster, or other media. Creates or copies drawings or other art work for use in business or industry. May create designs to illustrate fashion publications, advertising, kor medical procedures.	Very Good	$25,500-$39,100	related work experience and Bachelor's degree or higher	APP
DESIGNER Design or arrange objects and materials to achieve artistic or decorative affects for apparel or other commercial items. May also create, mark out, or draw designs for items such as furniture and machinery (product design) Designers are generally categorized according to articles or products designed, such as Clothes Designers, Industrial Designers	Good	$14,900-$29,000	Bachelor's degree	take cad courses
INTERIOR DESIGNER Plans, designs, and furnishes interiors of residential, commercial, or industrial buildings. Formulates design which is practical, aesthetic and conducive to intended purposes of buildings	Average	$25,300-$28,100	Bachelor's degree	
PHOTOGRAPHER Uses camera to portray things and people, places, and events. Uses a variety of cameras, lenses, and film. May develop and print own photographs. May specialize in portrait, commercial or industrial photography.	Average	$18,300-$24,100	1 to 12 months on-the-job training	competition will be keen APP
WRITER / EDITOR Originates and prepares written material such as scripts, stories, news items, advertisements, and other material. Coordinates, edits, and analyzes prepared written material.	Good	$24,500 - $41,600	Bachelor's degree	
SOCIAL (SOCIAL-HUMANITARIAN) OCCUPATIONS				
BARTENDER Mixes and serves alcoholic and nonalcoholic drinks for customers in bars, restaurants, and clubs. Takes drink orders from patrons or waiters/ waitresses. May serve snacks, order supplies, collect payments, and keep bar clean.	Average	$11,900 - $16,300	less than 1 month on-the-job-training	
COACH Instructs or coaches groups or individuals in the fundamentals of sports. Demonstrates techniques and methods of participation. Observes and informs participants of corrective measures and necessary to improve their skills. Prepares athletes for competition, determines strategy during games and calls plays.	Good	$12,700-$30,700	1 to 12 month's on-the-job training	DUU, USU, W

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
SOCIAL (SOCIAL-HUMANITARIAN) OCCUPATIONS				
CORRECTIONAL OFFICER Guards inmates in penal or rehabilitative institutions in accordance with established regulations and procedures, enforces rules and counsels inmates. Searches inmates for weapons or drugs. Settles disputes. Some guard inmates from a tower. Others escort and guard prisoners outside.	Average	$23,500-$31,300	more than 12 months on-the-job training	W, SUU
DENTAL ASSISTANT Makes patients comfortable in the dental chair, prepares patients for treatment and retrieves dental records. Hands the dentist the proper tools and materials. Keeps patients' mouths clear by using suction or other devices. Prepares materials for making impressions and restorations and processes x-ray film.	Good	$15,400-$22, 700	1 to 12 months on-the-job training	
DENTAL HYGIENIST Works with dentists as part of a dental health team. Cleans and polishes teeth, gives fluoride treatments and instructs on caring for teeth and gums. Also take medical and dental histories, exposes and develops dental x-ray film and makes impressions of teeth for study models. May give talks on dental health in schools, help in research projects or teach.	Fair	$45,600-$75,100 (national)	associates's degree	licensed occupation
DIETICIAN / NUTRITIONIST Organizes, plans and conducts food service or nutritional programs to assist in promotion of health and control of disease. Gives advice on good eating habits. May plan and direct food preparation in places such as hospitals, nursing homes, clinics and schools.	Fair	$15,700-$33,000	bachelor's degree	licensed occupation
HAIRDRESSER / COSMETOLOGIST Provides beauty services, such as suggesting hair styles, cutting and treating hair and scalp, applying make-up and dressing wigs. May give manicures and facials. Most make appointments, keep records of products used by their regular customers and order supplies.	Very Good	$12,300-$30,000	post-secondary applied technology education	APP licensed occupation
HOME HEALTH AIDE Cares for elderly, convalescent or handicapped person in home of patient. Provides housekeeping services, personal care and emotional support for their clients. May also plan meals (including special diets), shop for food and cook. May help clients move from bed, bathe, dress and groom. May also check pulse, temperature and respiration, help with simple prescribed exercises and assist with medication routines.	Good	$13,600-$17,900	less than 1 month on-the-job training	federal guidelines affect medicare employers
INTERVIEW EMPLOYMENT Interviews persons applying for a job to see if their qualifications match the job. Searches application files, notifies selected applicants of job openings and refers qualified applicants to prospective employers. Contacts employers to check on results and prepares reports.	Very Good	$20,200-$30,000 (national)	bachelor's degree	
LIBRARIAN Administers libraries and performs related library services. Includes selecting, acquiring, cataloging, classifying, circulating, and maintaining library materials, furnishing reference, bibliographical and reader's advisory services. May select music, films or other audio-visual materials for programs.	Fair	$27,100-$43,200	master's degree	
LICENSED PRACTICAL NURSE Cares for sick, injured and convalescent persons in hospitals, clinics, doctor's offices and private homes. Works under the direction of doctors and registered nurses to provide bedside patient care and helps examine and treat patients.	Good	$21,700-$27,900	post-secondary applied technology education	licensed occupation
MEDICAL ASSISTANT Performs duties under the direction of physician in examination and treatment of patients. Prepares treatment rooms, drapes patients with covering, prepares instruments and equipment. Hands instruments and materials to physician. Measures vital signs, gives injections and performs routine laboratory tests.	Good	$15,900-$22,400	1 to 12 months on-the-job training	

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
SOCIAL (SOCIAL-HUMANITARIAN) OCCUPATIONS				
MEDICINE AND HEALTH SERVICE MANAGER Plans, organizes, coordinates and supervises medicine and health services establishments such as hospitals or clinics. May direct activities in clinical areas such nursing, surgery, therapy, food service and medical records or the activities in non-health areas such as finance, housekeeping, human resources and information management.	Good	$37,400-$73,800	related work experience and bachelor's degree or higher	
NURSE AIDE / ORDERLY Works under the direction of nursing or medical staff to provide auxiliary services in the care of patients. Performs duties such as answering patient's call bell, servicing and collecting food trays and feeding, bathing and dressing patients. May store or move medical supplies and clean patient's rooms.	Very Good	$14,600-$18,100	less than 1 month on-the-job training	licensed occupation
PARALEGAL Assists lawyers by researching law, investigating facts and preparing legal documents. May gather research data for use as evidence to formulate defense or to initiate legal action. May help prepare the legal arguments, draft pleadings to be filed with the court, obtain affidavits and assist the attorneys during trials. Also keeps files of all documents and correspondence important to cases. May coordinate the activities of other law office employees and keep the financial records for the office.	Fair	$25,100-$38,900	associate's degree	
PHYSICAL THERAPIST Improves mobility, relieves pain and prevents or limits permanent physical disabilities of patients suffering from injuries or diseases. Evaluates a patient's medical history; tests and measures their strength, range of motion and ability to function and develops written treatment plans. Documents progress, conducts periodic re-evaluations and modifies treatments.	Fair	$43,100-$71,500	bachelor's degree	licensed occupation
PHYSICAL THERAPY ASSISTANT Prepares patient and/or administers physical therapy treatment, such as massages, traction and heat, light and sound treatment. Fits, adjusts and trains patients to use supportive devices such as braces, prostheses and walkers. Works under the direction of physical therapist.	Average	$14,000-$20,600	1 to 12 months on-the-job training	
POLICE DETECTIVE Conducts investigations to prevent or solve crimes. Investigates suspected criminals, clues and facts. Records and reports information about known criminals. Prepares cases for court and gives testimony.	Limited	$31,900-$40,100	related work experience	
POLICE PATROL OFFICER Maintains order, enforces the law and coordinates and protects life and property in and assigned patrol district. Patrols specific area on foot in or in a vehicle, directs traffic, issues traffic summonses, investigates accidents, makes arrests and gives evidence in court.	Good	$25,900-$36,100	more than 12 months on-the-job training	APP
POSTAL MAIL CARRIER Sorts mail for delivery; walks or drives postal vehicles over a planned route to deliver or collect mail.	Average	$29,600-$37,300	less than 1 month on-the-job training	applicants far exceed the number of job openings
PSYCHIATRIC TECHNICIAN Provides nursing care to mentally ill, emotionally disturbed or mentally retarded patients in psychiatric hospitals or mental health clinics. Participates in rehabilitation and treatment programs. Helps with personal hygiene. Administer oral medications and hypodermic injections. Monitors patient's physical and emotional well-being and reports to medical staff.	Limited	$19,400-$27,100	associates degree	
RADIO / TV ANNOUNCER Introduces and hosts radio and TV programs. Many radio announcers act as disk jockeys. Introduces recorded music, presents news, ads and commentary. May operate the control board, sell ad time and write commercials and news copy. May research and write scripts.	Limited	$18,000-$46,200	more than 12 months on-the-job training	

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
SOCIAL (SOCIAL-HUMANITARIAN) OCCUPATIONS				
RADIOLOGIC TECHNOLOGIST / TECHNICIAN Takes X-rays and Cat scans or administers nonradioactive materials into patient's blood stream for diagnostic purposes. Positions patient and adjust equipment. Explains procedures. May specialize in areas such as computed tomography, ultrasound and magnetic resonance.	Average	$27,400-$38,000	associate's degree	licensed occupation
REAL ESTATE APPRAISER Appraises real property to determine its value and quality for purchase, sale, investment, mortgage or loan purposes. Gather information by taking measurements, interviewing people familiar with the property and searching public records.	Fair	$37,000-$49,300	related work experience	licensed occupation
RECREATION WORKER Organizes and leads programs and watch over recreational facilities and equipment. Organizes and promotes activities such as fine arts and crafts, sports, games, music, dramatics, social recreation, camping and hobbies. Teaches the correct use of equipment.	Average	$12,400-$21,000	bachelor's degree	
RECREATIONAL THERAPIST Plans, organizes and directs medically-approved recreation programs for patients in hospitals, nursing homes, or other institutions. Employs activities to treat or maintain the physical, mental and emotional well-being of patients. Helps individuals build confidence, socialize effectively and remediate the effects of illness or disability. May instruct patients in relaxation techniques to reduce stress and tension.	Fair	$19,300-$32,200		licensed occupation
REGISTERED NURSE Cares for the sick injured and helps people stay well. Observes, assesses and records symptoms, reactions and progress; assists physicians during treatments and examinations; administers medications and assists in convalescence and rehabilitation. Also develops and manages nursing care plans, instructs patients and their families in proper care and helps individuals and groups take steps to improve or maintain their health.	Very Good	$34,800-$47,800	associate's degree	licensed occupation
RESIDENTIAL COUNSELOR Coordinates activities for residents of care and treatment institutions, boarding schools, college fraternities or sororities or similar establishments. Work includes developing or assisting in the development of program plans for individuals, maintaining household records and assigning rooms. Counsels residents in identifying and resolving social or other problems. Orders supplies and determines need for maintenance, repairs and furnishings.	Average	$14,500-$21,800	bachelor's degree	
RESPIRATORY THERAPIST Evaluates, treats and cares for patients with breathing disorders. Provides temporary relief to patients with chronic asthma or emphysema and emergency care for heart failure, stroke, drowning or shock victims. Connects patients ventilators. Regularly checks in patients and equipment. Teaches patients and their families to use ventilators and other life support systems.	Limited	$29,800-$37,900	associate's degree	licensed occupation
SCHOOL / VOCATIONAL / CAREER COUNSELOR Counsels people on educational and career matters. Helps students or workers by providing then with the information about training and jobs and by helping them deal with personal problems. Collects test and interview information on clients. Determines people's interests, abilities and needs. Helps plan education and training programs for people.	Average	$23,300-$35,200	master's degree	licensed occupation
SOCIAL SERVICE TECHNICIAN (HUMAN SERVICE WORKER) Assesses the needs and establishes the eligibility of clients for services. Examines financial documents, determines whether the client is eligible for food stamps, Medicaid or other human service programs. Informs clients how to obtain services, arranges for transportation and provides emotional support. Monitors and keeps case records on clients and reports progress to supervisors.	Average	$15,200-$22,000	1 to 12 months on-the-job training	high turnover affects employment outlook; licensed occupation

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Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
SOCIAL (SOCIAL-HUMANITARIAN) OCCUPATIONS				
SOCIAL WORKER-MEDICAL / PSYCHIATRIC Counsels and aids individuals and families with problems that may arise during or following the recovery from physical or mental illness by providing supportive services designed to help the persons understand, accept and follow medical recommendations. Serves as a link between the patient, the psychiatric agency and the community.	Good	$22,100-$40,200	master's degree	
SOCIAL WORKER Counsels and aids individuals and families requiring social service assistance. Talks with people to understand their problems and plans ways to help them. Advises on child care and places children in foster homes. Plans activities and services for children, teenagers, adults and older persons. Provides information and referral services in many areas. Helps patients and families cope with illnesses.	Good	$24,800-$32,300	bachelor's degree	licensed occupation
SPEECH PATHOLOGIST / AUDIOLOGIST Examines and provides remedial services for persons with speech and hearing disorders. Plans and conducts programs to restore of improve communication. Gives and interprets special hearing and speech tests. Develops client treatment plans. Provides language therapy. Coordinates test results with educational, medical, social and behavioral information. Helps select hearing aids.	Fair	$36,100-$63,700	master's degree	licensed occupation
TEACHER, ADULT AND CONTINUING EDUCATION Instructs people in courses other than those that normally lead to an occupational objective and are less than the baccalaureate level. Subjects may include self-improvement and non-vocational courses such as Americanization, basic education, art, stock market analysis, languages, dancing and automobile driving. Helps people update their job skills or adapt to technological advances.	Good	$17,500-$26,500	bachelor's degree	
TEACHER, ELEMENTARY Teaches elementary pupils in public or private schools basic academic, social and other formulative skills. Plans teaching activities, evaluate students' work and record grades. Meets with parents.	Good	$25,200-$40,200	bachelor's degree	licensed occupation
TEACHER, PRESCHOOL Instructs preschool and kindergarten children activities designed to promote social, physical and intellectual growth in preparation for primary school. Supervises field trips and play time. Plan activities to promote learning and good self-control.	Average	$12,100-$17,600	bachelor's degree	licensed occupation
TEACHER SECONDARY SCHOOL Instructs students in public or private schools in one or more subjects, such as English, mathematics or social studies. Develops teaching plans and gives exams. Supervises study hall and home rooms and attends school meetings.	Very Good	$25,500-$40,600	bachelor's degree	licensed occupation
TEACHER, SPECIAL EDUCATION Teaches elementary and secondary school subjects to educationally and physically handicapped students. May use tools, such as sign language of Braille writers to teach. Plans courses, prepares lessons, grades papers and keeps records. An important work function, involves encouraging and advising students and their families.	Average	$27,100-$40,200	bachelor's degree	licensed occupation
TEACHER, VOCATIONAL EDUCATION Teaches or instructs vocational subjects at the post secondary level (but at less than the baccalaureate) to students who have graduated of left high school. Subjects may include business, secretanal science, data processing, trades and practical nursing. Teaching may take place in public or private schools whose primary business is education or in a school associated with an organization whose primary business is other than education.	Good	$21,900-$42,100	related work experience	licensed occupation

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
ENTERPRISING (MARKETING MANAGEMENT) OCCUPATIONS				
ADJUSTMENT CLERK Investigates and resolves customers' inquiries concerning merchandise, service, billing or credit rating. Examines information to determine accuracy of customers' complaints. Notifies customers and appropriate personnel of recommendations, such as exchange or adjustment to customers' bills.	Good	$16,800-$22,600	less than 1 month on-the-job-training	some organizations offer on-the-job training
ADMINISTRATIVE SERVICES MANAGER Plans, organizes directs or coordinate the supportive services department of a business, agency or organization. Prepares work schedules and budgets and supervises staff. May also deal with outside organizations on matters such as business services or contracts.	Average	$29,300-$55,700	related work experience and bachelor's degree or higher	
ADVERTISING SALES AGENT Calls on businesses to sell advertising materials and services. May sell art work for print ads, time on radio and TV or space in newspapers and magazines. May persuade retailers to use sales promotion displays. Advises client on advertising matters.	Average	$22,900-$36,600	1 to 12 months on-the-job training	
BILL AND ACCOUNT COLLECTOR Locates and notifies customers of delinquent accounts by mail, telephone or personal visit. Convinces customers to pay their bills. Duties include preparing statements to credit department if customer fails to respond, initiating repossession proceedings or service disconnection, keeping records of collection and status of accounts.	Good	$16,500-$23,000	less than 1 month on-the-job training	training normally provided by employers
CHILD CARE AIDE / WORKER Attends to children at schools, businesses and institutions. Helps young children dress, eat and bathe. May plan recreational activities, instruct children in personal and health habits and teach games and songs.	Very Good	$12,000-$16,100	less than 1 month on-the-job-training	57% are self-employed APP
CLERICAL SUPERVISOR Supervises clerical and administrative office workers and interviews and evaluates prospective clerical employees. Plans the work schedules, sets up work procedures, assigns duties to workers and checks work for accuracy. Resolves conflicts among the staff.	Very Good	$22,700-$37,000	related work experience	
COMMUNICATIONS, TRANSPORTATION AND UTILITIES MANAGER Plans, organizes, directs or coordinates activities related to communications by telephone, telegraph, radio or television, transporting people or goods by air, highway, railway, water or pipeline, managing transportation facilities, such as airports, harbors or terminals, managing warehousing and storage facilities or supplying electricity, gas, water, steam or sanitation services.	Fair	$30,700-$60,000	related work experience and bachelor's degree or higher	
COMPLIANCE INSPECTOR Enforces adherence to policies, procedures or regulations and advises on standards. May inspect and enforce regulations on such matters as health, safety, food, immigration, licensing, or interstate commerce.	Fair	$27,900-$41,700	related work experience	
COMPUTER OPERATOR Controls and tends computers used to process business, scientific, engineering and other data. Reads special instructions prepared by programmers and decides what computer equipment to use for each job. Loads the computer with the correct cards, tapes or disks and then starts the computer.	Limited	$14,200-$24,300	1 to 12 months on-the-job training	
CONSTRUCTION MANAGER Plans, organizes, directs or coordinates activities concerned with the construction and maintenance of structures, facilities and systems. Directs construction supervisors and monitors the delivery and use of materials, tools, machinery and vehicles. Is responsible for all necessary permits and licenses and monitors compliance with building safety codes.	Limited	$33,100-$52,700	bachelor's degree	

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
ENTERPRISING (MARKETING MANAGEMENT) OCCUPATIONS				
DISPATCHER, EMERGENCY VEHICLES Receives complaints from public concerning crimes and public emergencies. Operates radio and telephone equipment to receive reports of fires and medical emergencies. Relays information or orders to proper officials. Keep records, logs and schedules of calls received and actions taken.	Limited	$20,800-$25,900	1 to 12 months on-the-job training	some jobs will require applicant testing
EDUCATION ADMINISTRATOR Plans, organizes, directs or coordinates the educational activities in schools, businesses, prisons and community service organizations. Interprets policies and programs to teachers and advises on teaching methods and practices. May plan courses, prepare teaching materials, and provide training.	Good	$41,500-$78,000	related work experience and bachelor's degree or higher	
EMERGENCY MEDICAL TECHNICIAN Responds to medical emergencies and determines the nature of injuries. Gives first aid treatment to sick or injured persons and transports them to medical facilities. May give drugs and intravenous therapy. Maintains vehicles, medical and communication equipment.	Good	$15,600-$21,300	post-secondary applied technology education	APP
ENGINEERING, MATHEMATICS AND NATURAL SCIENCE MANAGER Plans, organizes, directs or coordinates activities in such fields as architecture, electronic data processing, engineering, life sciences, physical sciences, statistics and systems analysis. Supervises staff which may include engineers, scientists, technicians, computer specialists, along with support personnel. Determines scientific and technical goals within broad outlines provided by top management.	Good	$54,700-$90,000	related work experience and bachelor's degree or higher	
FARM MANAGER Manages large farms that produce crops and livestock. Responsible for raising, harvesting, packing and marketing the farm's products. Decides in the number of acres to plant or animals to breed. May arrange with banks to get credit.	Fair	$15,600-$31,200	related work experience and bachelor's degree or higher	
FINANCIAL MANAGER Plans, organizes, directs or coordinates the financial activities of an organization. Prepares the financial reports required by a firm to conduct its operations and ensure that the firm satisfies tax and regulatory requirements. Overseas the flow of cash and financial instruments, monitors the extension of credit, assesses the risk of transactions, raises capital and analyzes investments.	Good	$34,000-$73,300	related work experience and bachelor's degree or higher	
FLIGHT ATTENDANT Provides personal services to ensure the safety and comfort of airline passengers during flight. Greets passengers, verifies tickets, helps locate seats and stores luggage. Explains safety equipment. Serves meals and beverages.	Average	$42,000-average (national)	more than 12 months on-the-job training	
FOOD SERVICE AND HOTEL / MOTEL MANAGERS Plans, organizes, directs or coordinates activities of an organization to department that serves food and beverages and/or provides lodging and other accommodations. Estimates food consumption, orders supplies and deals with suppliers. Supervises the kitchen and dining room and oversees food preparation and cooking. Establishes standards for service to guests, decor, housekeeping, food quality and banquet operations. May set room rates.	Very Good	$17,700 $32,000	related work experience	APP
GENERAL MANAGER / CHIEF EXECUTIVE Works as the head of a business, firm , agency or other organization. Plans, organizes and directs the activities of the organization through the department heads. Set policies and plans budgets and selects staff.	Very Good	$38,800-$85,700	related work experience and bachelor's degree or higher	
GUARD Stands guard at entrance gate or walks about premises of business or industrial establishment to prevent theft, violence of infractions of rules. Guard property against fire theft vandalism and illegal entry. Direct patrons or employees and answers questions relative to services of establishment. Escorts people to protect them from bodily harm.	Good	$14,600-$19,800	less than 1 month on-the-job training	licensed occupation

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
ENTERPRISING (MARKETING MANAGEMENT) OCCUPATIONS				
GUIDE escorts individuals or groups in trips, cruises, tours, hunting or fishing trips, etc. May escort people around a city or on tours through museums and other places of interest.	Average	$12,700-$19,900	related work experience	
HOST / HOSTESS Welcomes patrons, assigns guests to tables suitable for the size of their group, escorts them to their seats and provides menus. Ensures service is prompt and courteous. May schedule dining reservations and act as cashier.	Average	$12,000-$16,200	less than 1 month on-the-job training	
HOTEL / MOTEL CLERK Registers and assigns rooms ro guests, issues room keys, transmits and receives messages, keeps records of occupied rooms and guests' accounts, makes and confirms reservations. Presents statements to and collects payments from departing guests.	Good	$13,200-$17,000	less than 1 month on-the-job training	high turnover; many part-time opportunities
INDUSTRIAL PRODUCTION MANAGER Plans, organizes, directs or coordinates the work activities and resources necessary for manufacturing products. Determines work procedures, interprets and enforces company rules. Reviews progress reports and reschedules work so deadlines are met.	Limited	$36,100-$71,600	bachelor's degree	
INSURANCE ADJUSTER / EXAMINER Investigates and determines the extent of insurance company's liability concerning personal, casualty or property loss or damages and attempts to effect settlement with claimants. Corresponds with or interviews medical specialists, witnesses or claimants to investigate claims. Calculates benefit payments and approves payment of claims within a certain monetary limit.	Limited	$27,300-$50,100	more than 12 months on-the-job training	licensed occupation
INSURANCE SALES AGENT Sells or advises clients on life, fire, accident and other types of insurance. May help plan financial protection for families. May work as independent broker of be employed by an insurance company.	Good	$18,900-$54,100	more than 12 months on-the-job training	licensed occupation
LAWYER Conducts criminal and civil lawsuits, draws up legal documents, advises clients as to legal rights and practices other phases of law. May represent client in court or before administrative agencies of government. May suggest particular courses of action in business and personal matters. May specialize in a single area of law, such as patent law, corporate law or criminal law.	Very Good	$46,000-$109,700	1rst professional degree	licensed occupation
LIBRARY TECHNICIAN Helps libranans acquire, prepare and organize material and assists users in finding matenals and information. Assist readers in the use of card catalogs, computers and indexes to locate books and other matenals. Answers questions that require only bnef consultation of standard reference. May catalog books, organize and maintain periodicals or design displays.	Fair	$14,500-$19,100	less than 1 month on-the-job training	training requirements vary
LOAN OFFICER / COUNSELOR Reviews the credit and collateral of individuals and businesses applying for a loan. May handle installment, commercial, real estate or farm loans. Prepares statements, letters, reports and loan agreements.	Average	$23,500-$43,800	bachelor's degree	
MANAGEMENT ANALYST Reviews and analyzes business and organizational systems to assist management in operating more efficiently and effectively. Conducts organizational studies and evaluations, designs new systems and procedures and prepares operations and procedure manuals.	Good	$38,500-$65,100	master's degree	

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
ENTERPRISING (MARKETING MANAGEMENT) OCCUPATIONS				
MARKETING, ADVERTISING AND PUBLIC RELATIONS MANAGER Formulates marketing policies, direct sales activities and plans, organizes or directs advertising and public relations activities for a firm or large department. May determine demand for products and services offered by the firm, identify potential customers and develop pricing strategy. May direct publicity programs and make recommendations to enhance the firm's public image.	Good	$36,300-$82,300	related work expenence and bachelor's degree or higher	SL, CEU, DC
MODEL (DEMONSTRATOR, PROMOTER OR MODEL) Demonstrates of models merchandise and answers questions for the purpose of creating public interest in buying the product. May sell demonstrated merchandise.	Limited	$14,000-$19,400	1 to 12 months on-the-job training	DC, SL, USU, UV, W
NURSERY AND GREENHOUSE MANAGER Manages farms or nurseries where trees, shrubs and ornamental plants are grown, decides the types and numbers of plants to grow and buys the necessary materials and equipment. Hires and assigns duties to workers.	Limited	$21,900-$36,700	related work expenence	
OCCUPATIONAL THERAPIST Plans and directs educational, vocational and recreational activities to help patients with physical, mental or emotional problems become self-sufficient. Teaches skills and the use of tools to restore clients movement and coordination. Tests the abilities of patients, set goals for them and plans therapy programs. Plans and directs games and other activities and may design devices to aid clients.	Limited	$40,100-$68,900	bachelor's degree	licensed occupation
PERSONNEL, TRAINING AND LABOR RELATIONS MANAGER Plans, organizes, directs or coordinates the personnel, training, or labor relations activities of an organization. May establish employer/employee relations policies; direct the selection, training and evaluation of employees; administer benefits, safety and recreation programs and develop wage and salary schedules.	Average	$27,800-$61,200	related work expenence and bachelor's degree or higher	
PERSONNEL, TRAINING AND LABOR RELATIONS SPECIALIST Make sure that workers and work activities are handled according to set procedures. Recruits, selects and places workers. May prepare job descriptions and conduct benefit, safety and other programs.	Good	$26,900-$45,000	bachelor's degree	
PRIVATE INVESTIGATOR Conducts private investigation to locate missing persons, get confidential information and solve crimes. Questions people, conducts surveillance using binoculars and cameras, gives advice on safety measures.	Average	$15,200-$23,000	1 to 12 months on-the-job training	
PROPERTY AND REAL ESTATE MANAGER Plans, organizes directs, coordinates buying, selling or leasing activities of real estate properties for clients or employer. Markets vacant space to prospective tenants. Negotiates and prepares lease or rental agreements with tenants and collects their rent payments and other fees. Negotiates contracts for janitorial , security, grounds keeping and other services.	Good	$17,200-$41,200	bachelor's degree	
PUBLIC RELATIONS SPECIALIST Promotes or creates good will for individuals, groups, organizations by writing or selecting favorable publicity material and releasing it through various communications media. Prepares and arranges displays, makes speeches and performs related publicity efforts.	Average	$23,900-$38,100	bachelor's degree	
PURCHASING AGENT Purchases raw or semi-finished materials for manufacturing. Purchasing machinery, equipment, tools, parts, supplies or services necessary for the operation of an establishment. Advises suppliers about the type, quality and amount of materials needed in the future.	Average	$27,900-$47,400	bachelor's degree	
PURCHASING MANAGER Plans, organizes, directs, controls or coordinates the activities of buyers, purchasing officers and related workers involved in purchasing materials, products or services.	Limited	$29,000-$51,700	related work expenence and bachelor's degree or higher	APP

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
ENTERPRISING (MARKETING MANAGEMENT) OCCUPATIONS				
REAL ESTATE SALES AGENT / BROKER Aides clients in the buying or selling of a home pr property. Brokers may rent and manage properties and make appraisals. May arrange for loan and title services.	Good	$19,100- $45,900	post-secondary applied technology education	licensed occupation
REPORTER Collects and analyzes facts about newsworthy events by interview, investigation or observation. Reports and writes stories for newspaper, news magazine, radio television. May write critical reviews of books, music, art work, plays or present news over radio and TV.	Limited	$23,400- $44,000	bachelor's degree	
RESERVATION AND TICKET AGENT Makes and confirms reservations for passengers and sells tickets for transportation agencies such as airlines, bus companies and railroads. May check baggage and direct passengers to designated concourse or track.	Good	$16,700- $30,800	less than 1 month on-the-job-training	airlines and other organizations provide structured training
RETAIL SALES PERSON Assists customers in the selection and purchase of merchandise. Describes the product's features, demonstrates its use or shows various models and colors. Receives cash, check and charge payments, bags or packages purchases and receipts. May help stock shelves or racks, arrange for mailing or delivery of a purchases and gives change receipts. May help stock shelves or racks, arrange for mailing or delivery of a purchase, mark price tags, take inventory and prepared displays.	Very Good	$12,800- $18,900	less than 1 month on-the-job training	airlines and other organizations provide structured training
SALES MANAGER Directs a firm's sales program. Assigns sales territories and goals and establishes training programs for sale representatives. Advises sales representatives on ways to improve sales performance. Analyzes sales statistics to determine sales potential and inventory requirements and monitors the preferences of customers.	Good	$36,300- $82,300	related work expenence	APP
SALES REPRESENTATIVE, BUSINESS SERVICES Sells selected services, such as building maintenance, credit reporting, bookkeeping, security, telephone advertising, printing and storage space. Takes orders for services, computes cost and schedules delivery. Advises customers on ways to solve problems, handles customer complaints and writes reports.	Good	$25,200 $24,300	1 to 12 months on-the-job training	some firms provide intensive training
SALES REPRESENTATIVE, WHOLESALE Sells goods or services for wholesalers or manufacturers to businesses or industrial concerns. May work in showrooms or travel throughout an assigned territory, meeting customers and explaining products.	Good	$25,200 $50,700	1 to 12 months on-the-job training	78% of workers are male
SALESPERSON, PARTS Sells spare and replaceable parts and equipment from behind counter in agency, repair shop, or parts store. Prepares sales slips, receives payments and keeps records of parts.	Average	$18,500 $30,300	1 to 12 months on-the-job training	
SECURITIES AND FINANCIAL SERVICES SALES AGENT Buys and sells stocks and bonds for customers. Gives client advice and information on the stock market. May provide loans, tax counseling and accounting or auditing services. May encourage people to open accounts with financial firms.	Average	$27,800 $43,000	bachelor's degree	highly competitive field licensed occupation
TEACHER, POST SECONDARY Conduct classes beyond the secondary school level. Prepares and delivers lectures to students, conducts seminars or laboratory sessions, prepares and administers examinations, conducts research in a particular field of knowledge and publishes findings in books or professional journals. May be designated as professors, associate or assistant professors or instructors.	Very Good	$22,500 $51,300	doctoral degree	

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
ENTERPRISING (MARKETING MANAGEMENT) OCCUPATIONS				
TECHNICAL SALES WORKER/SERVICE ADVISOR Sells goods or services requiring a technical knowledge of the product and its use. Sells products such as aircraft, agricultural equipment and supplies, industrial machinery, medical supplies, electronic equipment, chemicals and precision instruments.	Good	$33,000 $65,400	1 to 12 months on-the-job training	
TELEMARKETER Solicits orders for goods or services over the telephone.	Very Good	$14,700 $17,300	less than 1 month on-the-job-training	
TRAVEL AGENT Plans trips for travel agency customers. Determines destination, modes of transportation, travel dates, costs, accommodations required. Plans, describes or sell itinerary package tours. Books transportation and makes hotel reservations. Gives the information and tickets to customers, collects payment.	Average	$18,100 $25,500	post-secondary applied technology education	
WAITER/WAITRESS Takes orders from patrons at table and serves food and/or beverages to patrons. May set table with linen and silverware and remove dirty dishes.	Very Good	$11,500 $13,000	less than 1 month on-the-job training	entry level position; high turnover
WHOLESALE AND RETAIL BUYER Buys merchandise or commodities for resale to consumers at the wholesale or retail level. Analyzes past buying trends, sales records, price and quality of merchandise to determine value and yield. Attends fashion and trade shows and visits showrooms to select merchandise. Selects, orders and authorizes payment for merchandise according to contractual agreements.	Limited	$23,700 $31,600	bachelor's degree	
CONVENTIONAL (BUSINESS INFORMATION) OCCUPATIONS				
ACCOUNTANT / AUDITOR Examine, analyze and interpret accounting records for the purpose of giving advice or preparing statements. Install or advise on systems of recording costs or other financial and budgetary data. May prepare income tax forms or advise clients on financial decision. May examine clients' financial records to see if they are correct and correctly reported.	Very Good	$27,600- $44,200	bachelor's degree	licensed occupation
BANK TELLER Handles banking transactions, such as cashing checks, accepting deposits and loan payments and processing withdrawals. Sells savings bonds, accepts payment for customers' utility bills, receives deposits for special accounts, processes certificates of deposit and money market accounts and sells travelers' checks.	Good	$14,600- $18,500	less than 1 month on-the-job training	virtually all bank tellers have at least a high school education
BILLING CLERK Compiles data, computes fees and charges and prepares invoices for billing purposes. Computes costs and calculates rates for goods, services and shipment of goods, posts data, and keeps other relevant records.	Average	$17,300- $24,400	less than 1 month on-the-job training	many employed in hospitals, insurance companies
BOOKKEEPING / ACCOUNTING CLERK Computes, classifies and records numerical data to keep financial records complete. May check accuracy of figures, calculations and postings pertaining to business transactions recorded by other workers.	Very Good	$17,100- $24,400	1 to 12 months on-the-job training	
CASHIER Receives and disburses money in establishment other than financial institutions. May process credit card transactions.	Very Good	$12,600- $17,600	less than 1 month on-the-job training	turnover much higher than average
COMPUTER PROGRAMMER Writes computer programs to help solve math, engineering and scientific problems or to help businesses handle tasks such as audits or payroll. Writes programs by breaking down each step into a series of instructions the computer can follow. Tests programs.	Good	$36,00- $61,200 (national)	bachelor's degree	APP

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
ENTERPRISING (MARKETING MANAGEMENT) OCCUPATIONS				
COUNTER CLERK Takes orders for services such as rentals, repairs, dry cleaning and storage. May receive articles that need service. Advises customers of the types and costs of services and the dates orders will be ready. May examine items and tag them.	Very Good	$12,900- $18,300	less than 1 month on-the-job training	entry level position
CREDIT / LOAN CLERK Assembles documents, prepares papers and processes applications transactions for individuals applying for loans and credit. May interview applicants to obtain personal and financial data, determine credit worthiness and notifies customer of acceptance or rejection of credit.	Limited	$14,500 24,400	less than 1 month on-the-job training	may take courses offered by banking and credit associations
FILE CLERK Files Correspondence, cards, invoices, receipts and other records in alphabetical or numerical order or according tot he filing system used. Locate and remove material from file when requested. May be required to classify and file new material.	Average	$13,100- $19,300	less than 1 month on-the-job training	total employment expected to decline with increasing automation
FOOD COUNTER WORKER Serves food in places that offer fast service or special food delivery. Takes food orders, services food and drinks and may take payments. May also cook, fix sandwiches and prepare ice cream dishes. In cafeterias, fills trays with desserts and salads or meats and side orders.	Very Good	$12.00- $15,700	less than 1 month on-the-job training	no specific training requirements, high turnover
GENERAL OFFICE CLERK Does a wide variety of general clerical work. Types, files, record information, answers the telephone and operates various types of office equipment. Duties may vary from day to day.	Very Good	$14,900- $22,500	less than 1 month on-the-job training	basic computer skills expected
HIGHWAY MAINTENANCE WORKER Maintains highways, municipal and rural roads, airport runways and rights-of-way in safe condition. Patches broken or eroded pavement and erects and repairs guard rails, highway markers and snow fences. May also clear brush or plant trees along rights-of-way.	Limited	$22,100- $28,900	less than 1 month on-the-job training	largest percentage employed by local governments
INSURANCE CLAIM CLERK Obtains information from insured or designated persons for purpose of setting claims with insurance carrier.	Fair	$20,900- $27,900	1 to 12 months on-the-job training	
INSURANCE PROCESSING CLERK Reviews insurance applications to ensure that all questions have been answered. Compiles data on insurance policy changes, changes policy records to conform to insured party's specifications, cancels insurance policies as requested by agents and verifies the accuracy of insurance c9ompany records.	Fair	$19,800- $22,900	1 to 12 months on-the-job training	
INTERVIEWING CLERK Interviews public to obtain information. Contacts persons by telephone, mail or in person for the purspose of completing forms, applications or questionnaires. Asks specific quesitons, records answers and assists persons with completing form.	Good	$20,200- $30,100	less than 1 month on-the-job training	largest concentration work in hospitals
JANITOR / MAID / CLEANER Cleans rooms in hotels, offices, hospitals and other such places. Delivers laundry, makes beds and replaces soiled linens. May move and arrange furniture and clean swimming pools. Janitors also keep buildings clean and safe. Performs heavy cleaning using motor-driven cleaning equipment and removes rubish. May tend to furnace and perform routine mainenance activities.	Very Good	$12,800- $18,400	less than 1 month on-the-job training	temporary jobs are plentiful
LEGAL SECRETARY Prepares legal papers and correspondence, such as summonses, complaints, motions and subpoenas. May review law journals and other legal publications to get information needed for cases. Must be familiar with legal terminology, procedures and documents, as well as legal research.	Fair	$22.00- $32,400	post-secondary applied technology education	APP specialiszed training offered at some private institutions

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
CONVENTIONAL (BUSINESS INFORMATION) OCCUPATIONS				
LIBRARY ASSISTANT Sorts and shelves books, issues and receives library materials, such as pictures, cards, slides, phonograph records and microfilm. Locates library materials for loan and replaces material in shelving area (stacks) or files according to identification number and title. Registers patrons to permit them to borrow books, periodicals and other library materials.	Average	$14,500-$19,100	less than 1 month on-the-job training	entry level position with high turnover rate
MAIL CLERK Prepares incoming and outgoing mail for distribution. Time stamps, opens, reads, sorts and routes incoming mail; seals and stamps outgoing mail. Keeps necessary records and completed forms.	Average	$14,800-18,300	less than 1 month on-the-job training	technology advances will limit growth
MEDICAL RECORD TECHNICIAN Keeps medical records of patients ina hospital, clinic or doctor's office. Copies medical data onto forms. Analyzes and codes information, compiles statistics andkeeps files of records. Finds medical information for doctors and others upon request. May plan new ways to keep health records up to date.	Fair	$16,00-24,900	associate's degree	accredited record technicians (ART) preferred by most employers
MEDICAL SECRETARY Performs secretarial duties using specific knowledge of medical terminology and hospital, clinic or laboratory prcedures. Takes dication, and compiles and records medical charts, reports and correspondence. May prepare and send bills to patients or record appointments.	Fair	$19,700-24,900	post-secondary applied technology education	
NEW ACCOUTNS CLERK Interviews persons desiring to open bank accounts. Explains banking services available to prospective customers and assist them in preparing application.	Fair	$17,100-22,500	related work expenence	
ORDER CLERK Receives and processes orders for materials, merchandise or services such as repairs, installations or rentals. May receive orders by mail, phone or order form. Contacts customers to inform them of shipping delays and pnce changes. May handle complaints.	Average	$16,200-$22,900	less than 1 month on-the-job training	entry level position
PAYROLL CLERK Computes wages ad posts wage data to payroll records. Keeps daily records showing time of arrival and departure from work of employees. Computes and records hours, earning deductions and net wages.	Limited	$19,300-$26,000	less than 1 month on-the-job training	91% of workers are women
PRODUCTION CLERK Coordinates and expedits the flow of work and materials according to production schedule. Reviews and distributes production schedules and work orders; compiles progress reports on work and production problems. May schedule workers; route and deliver parts to insure production quotas are met; schedule shipment of parts; keep inventory of material in departments; ensure vendors ship merchandise on promised date and writes special orders for services and merchandise.	Fair	$21,600-$37,100	less than 1 month on-the-job training	most workers found in manufacturing
RECEPTIONIST Greets customers or visitors, determines their needs and refers them to people who can help them. Those in nmedical offices may get information from patients. In beauty shops, they may set up appointments. May also type, answer the telephone, file and sort mail.	Very Good	$14,300-$19,700	less than 1 month on-the-job training	computer skills will enhance job prospects
RESTAURANT ATTENDANT Carnes dirty dishes from dining room to kitchen, replaces soiled table linens, sets tables with silverware and glassware, replenishes supply of clean linens, silverware, glassware and dishes, supplies service bar with food, such as soups, salads and desserts and serves ice water, butter and coffee to patrons.	Average	$11,800-$16,000	less than 1 month on-the-job training	entry level position

Occupational Title and Description	Employment Outlook	Average Wage Range	Training-Required	Other
CONVENTIONAL (BUSINESS INFORMATION) OCCUPATIONS				
SECRETARY Schedules appointments, gives information to callers, takes dictation, composes and types routine correspondence, reads and routes incoming mail, files correspondence and other records. May include more responsible work such as answering letters, doing research and writing reports.	Very Good	$17,200-$25,900	post-secondary applied technology education	
TEACHER AIDE Provides instructional and clerical support for classroom teachers. Assists and supervises students in the classroom, cafeteria, school yard or on field trips. Records grades, sets up equipment or helps prepare materials for instruction. May tutor and assist children. May stock supplies and keep classroom equipment inorder.	Very Good	$13,600-$18,400	post-secondary applied technology education	employment sensitive to state expenditures for education
USHER Assists patrons at entertainment events, such as sporting events, motion pictures or theater performances. Takes tickets, gives out programs and escorts people to their seats. May turn away people who do not have tickets. May help people search for lost objects or find restrooms or telephone.	Fair	$11,800-$15,500	less than 1 month on-the-job training	entry level position high turnover

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HIGH-PAYING JOBS WITHOUT A COLLEGE DEGREE

by J. Goodman Farr, M.Ed.

One College Course + Work Experience = $25,000/year? Impossible? *

*One college course in A+ certification (computer repair) may lead to a $25,000 job if the job hunter has work experience fixing computers.

Frequently Asked Questions

Can I get a high-paying job with only one year of college?

Yes. One of my college students recently asked, "Which short-term programs lead to jobs paying $15-20/hour?" As a single mother with two children, she needed a good income to cover $600/month day care expenses and mentioned interests in business and accounting. I asked if she would consider a career in computers. Like most of my college students, she was unaware of opportunities in the information technology (computer) field. I suggested several short-term programs that lead to $30,000 entry-level positions: e-commerce, webmaster certification, and web page design.

Does higher education always mean higher earnings?

No. In 1992, an individual with a doctorate earned an average of $54,904/year or an average of $2,142,000 over a lifetime of work (estimated from ages 25 to 64). In 1992, a high school graduate earned an average of only $18,737/year or an average of $821,000 over a lifetime. (Bureau of Census, "More Education Means Higher Career Earnings") However by 2000, the information technology industry has challenged the assumption that more education equals higher pay. A high school graduate with extensive computer training and experience often earns as much as a college graduate in a liberal arts field.

Why does the information technology industry pay high wages?

Demand. "There are more than a million good reasons to consider a career in the Information Technology (IT) industry today. That's because employers will create a demand in this country for roughly 1.6 million IT workers this year. With demand for appropriately skilled people far exceeding supply, half of these positions – 843,328 – will likely go unfilled." (ITAA, "Executive Summary – Bridging the Gap: Information Technology Skills for a New Millennium")

What if I hated my high school programming class?

Becoming a programmer is not the only career option in computers; in fact, new IT job titles are created each year. Computer support and desktop publishing specialists are two entry-level non-programming occupations in great demand. In defense of programming as an occupation, the newest Internet programming languages (object-oriented languages) like Java or C++ are much easier to learn and use than the old computer languages (like Cobol or Fortran).

How much do IT workers make?

In Utah, an entry-level worker in computer support earns about $20,000 to $25,000, depending upon education and experience. A few "hot" job titles (with national median pay) include Webmaster ($43,000/year), Senior Engineer ($69,000/year), Java Programmer ($70,000/year), Project Manager ($71,000/year), and Chief Information Officer - CIO ($100,000/year). (InformationWeek Research Salary Survey, 1999) The Internet has opened positions in "dot.com companies" that offer higher salaries and more flexibility than non-Internet companies. (InfoWorld, June 26, 2000, Vol. 22, Issue 26) Internet managers "enjoy a healthy median annual salary of $70,000."(Mateyaschuk, 1999 National IT Salary Survey).

What are the fastest-growing occupations today?

"Five jobs projected to have the largest percentage increase from 1998 to 2008 include Computer Engineers (108%), Computer Support Specialists (102%), Systems Analysts (94%), Database Administrators (77%), and Desktop Publishing Specialists (73%)." (Bureau of Labor Statistics, USA Today, January 31, 2000)

Is education (or certification) the best preparation for an IT career?

Armed with an associate degree in computer science, a CNE (Certified Novell Engineer), or an MCSE (Microsoft Certified Software Engineer), many job hunters cannot find computer positions. One recruiter for an entry-level help desk position explained that employers want candidates with work experience.

Is it possible to pursue on-the-job training?

If your employer is hiring an entry-level computer operator and you have computer skills, you may be able to arrange an intern position. A young college student once stated that she loved her part-time job as a chat room supervisor yet had no formal computer training. She learned HTML (an Internet programming language) on her job and was offered another computer job based solely on her work experience.

Can an artistic (or non-scientific) person enjoy a computer job?

Don't allow old stereotypes of a computer programmer to scare you away from the IT field. The old image of an introverted, Spock-type person sitting behind a computer all day isn't typical of most information technology workers today. An artistic person may find interesting jobs like multimedia designer or computer graphics specialist.

25 Careers in 8 Computer Fields

MULTIMEDIA AND GRAPHICS
- Multimedia Designer
- Computer Graphics Specialist
- Graphics Designer
- Business Desktop Publisher
- Drafting/Computer-Aided Drafting

E-BUSINESS, INTERNET, AND WEBMASTER
- Distance Educator
- E-Commerce Designer
- Webmaster
- E-Business Technology Professional
- Telecommunications Administrator

ENGINEERING, NETWORKING, AND DESIGNING
- Engineering Designer
- Electronic Engineering Technician
- Computer Scientist/Network Engineer
- Systems Engineer
- CNE (Certified Novell Engineer)
- MCSE (Microsoft Certified Software Engineer)
- Cisco Administrator
- Technical Writer

PROGRAMMING
- Programmers, Systems Analysts
  (For specific programming languages, check catalogs)

AUTOMATED MANUFACTURING
- Computerized Machine Technician
- CNC Machinist
- Manufacturing Technician
  (CNC, Robotics, Quality Assurance)

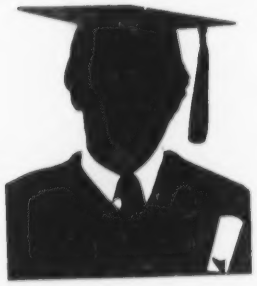
SUPPORT/HELP DESK
- Support/Help Desk Specialist

REPAIR
- Computer Technician
- Electronic Equipment/System Repairer
- Telecommunications Cable Installer

Can I make a career change to the IT field?

Students with English, auto mechanics, business, or other backgrounds are often able to make a career change to the IT industry. If you are a writer and have a fairly advanced understanding of computers, you may find a technical writer position stimulating as you work with programmers and developers. If you are skilled in fixing machines as well as customer service, you may enjoy computer support. Many sales and business-oriented individuals find e-commerce exciting. Telecommunications is a related field. To find out more about today's fastest growing industries, research careers at a library, on the Internet, or at a college Career Information Center.

Choosing a Postsecondary School



Adapted from *Preparing Your Child For College*, a publication of the US Department of Education.

Postsecondary schools are located in large cities, in suburbs, and in small towns throughout the country. Some are public institutions and some are private. Some enroll thousands of students, others have just a few hundred. Some have diverse student populations, and some focus attention on specific types of students. The type of institution best suited to you will depend on your needs and preferences. You can start your investigation by considering these basic questions:

- Why do I want to attend a postsecondary school?
- What do I hope to achieve?
- Do I have a specific program of study in mind?
- Do I prefer a small school, or a very large school?

Once you have an idea of your needs and preferences, you can continue your investigation by finding out more about potential schools. Many of the following questions can be answered by accessing Internet home pages for the schools.

What kinds of educational programs are offered? You can ask about the institution's best known or "specialty" programs, as well as the types of certifications or degrees available.

How long does it take to earn a certificate or degree?
Prior to enrolling in any program, you should know the average length of time it takes to graduate.

Make sure you inquire as to whether the time reflects full-time or part-time attendance.

What graduate follow-up information is available?

- Find out about the job placement rates for graduates of programs in which you're interested. If a high percentage of graduates are working in an area unrelated to their program of study, there could be a problem.
- Ask about beginning salaries of graduates.
- Ask about career and placement services available to students.
- If you're looking to transfer from a 2-year college to a 4-year school, make sure you ask about the ease with which this can be accomplished. Ask about the number of graduates who transfer each year.

What is the dropout rate at the school?
A high dropout rate may indicate that students are dissatisfied with the education provided. You will also want to know about refund policies for students who drop out within the first few weeks of a program.

What are the admissions requirements?
Check to assure that you have completed any high school prerequisites and admissions tests.

What is the loan default rate?
The loan default rate is the percentage of students who took out a loan to help pay their school expenses, but did not repay them properly. A high default rate may suggest that students are not completing their training, or that they are unable to find jobs when they graduate.

What do recent graduates have to say about their experience at the school?
Schools should give you the opportunity to talk to recent graduates – or perhaps current students – who can share their opinions about classes, teachers, facilities, and about the skills they have acquired through training.

What facilities are available at the school?
Consider the quality of the classrooms, libraries, and computer centers. Are they adequate to meet your needs? If you plan to live on campus, you will also want to visit the dorms to discover living conditions and meal arrangements there.

How is the school accredited?
Federal financial aid will only be available to students attending schools that are recognized by the Secretary of Education. (To check the status of a potential school, you can call the Student Financial Aid Information Center at 1-800-4FED-AID.)

Here is a sample form that you may want to adapt to track your search for a postsecondary school:

	School 1	School 2	School 3
Address			
Name of Contact Person			
Phone/FAX:			
E-mail:			
Home page:			
Date of Contact:			
Catalog received? (date)			
Costs			
Financial Aid Available			
"PROS"			
"CONS"			
Date of Application			
Follow-up			

APPLIED TECHNOLOGY CENTERS

The mission of ATCs is to provide occupational and upgrade training for Utah's technical workforce. The ATCs have open-entry, open-exit programs which allow students to gain short-term, inexpensive training for a specific vocation including, for example, cosmetology, business technology, and CNC machining.

Bridgerland Applied Technology Center
1301 North 600 West **(BATC)**
Logan UT 84321-3228
ph: (435) 753-6780
Contact: Stephen Alexander
WWW.BATC.TEC.UT.US

Davis Applied Technology Center
550 East 300 South **(DATC)**
Kaysville UT 84037
ph: (801) 546-2441
Contact: Kathy Maurer
WWW.DATC.TEC.UT.US

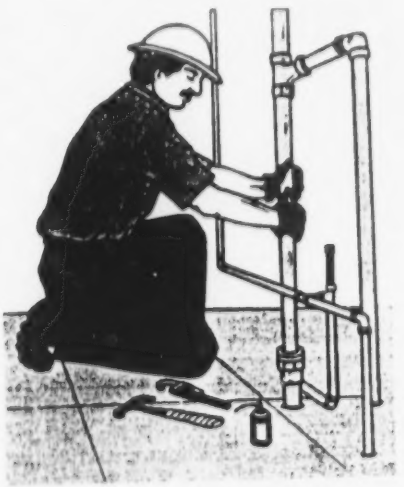
Ogden/Weber Applied Technology Center
559 East AVC Lane **(O/W)**
Ogden UT 84404-3939
ph: (801)627-8397
Contact: Steve Carroll
WWW.OWATC.TEC.UT.US

Sevier Valley Applied Tech Center
800 West 200 South **(SV)**
Richfield UT 84701
ph: (435) 896-9716
Contact: Craig Mathie
WWW.SVATC.TEC.UT.US

Uintah Basin Applied Technology Centers (UB)
1100 East Lagoon Street (124-5)
Roosevelt UT 84066
ph: (435) 722-4523
Contact: Laurie Burdett

1800 West 500 North
Vernal UT 84078
ph: (435) 789-1942
Contact: Judy Smith

WWW.UBATC.TEC.UT.US



UTAH PUBLIC COLLEGES

Two-year colleges offer certificate and associate's degree programs in a variety of subjects ranging from business management to nursing to sculpture. Lower tuition rates make two-year colleges an attractive option to earn a degree, or as a stepping-stone to four-years colleges or universities.

Most professional workers qualify for their positions by completing programs at four-year colleges. In general, colleges offer more individual attention than a university. Virtually all education courses are transferable between Utah colleges.

College of Eastern Utah (CEU)
451 East 400 North
Price UT 84501
ph: 1-800-336-2381
Contact: Todd Olsen
WWW.CEU.EDU

Salt Lake Community College (SL)
P.O. Box 30808
4600 South Redwood Road
Salt Lake City UT 84130
ph: (801) 957-4111
Contact: Jane Townsend
WWW.SLCC.EDU

Utah Valley State College (UV)
800 West 1200 South
Orem UT 84058-5999
ph: (801) 222-8535
Contact: Melynda Burt
WWW.UVSC.EDU

Dixie College (DC)
225 South 700 East
St. George UT 84770
ph: (435) 652-7590
Contact: Ed Rogers
WWW.DIXIE.EDU

CEU - San Juan Campus
639 West 100 South
Blanding UT 84511
ph: (435) 678-2201 X 115 or 124
Contact: Stanley Byrd
WWW.SANJUAN.CEU.EDU

Skills Center Division of SLCC
1575 South State
Salt Lake City UT 84115
ph: (801) 957-3340
Contact: Chris Walker
WWW.SLCC.EDU/SKILLS

Snow College (SN)
150 East College Avenue
Ephraim UT 84627
ph: 1-800-848-3399
Contact: Brach Schlueter.
WWW.SNOW.EDU

UTAH PUBLIC UNIVERSITIES

Universities offer a wide variety of coursework and degree programs, including some at the graduate level. Extra curricular activities serve a wide variety of student interests. Academic facilities such as libraries, laboratories, computer centers, etc. are numerous and well equipped.

Southern Utah University (SUU)
351 West Center
Cedar City UT 84720
ph: (435) 865-8015
Contact: Sandy Lord
WWW.SUU.EDU

University of Utah ("U")
80 Olpin Union
Salt Lake City UT 84112
ph: (801) 581-8761
Contact: Suzanne Espinoza
WWW.UTAH.EDU

Utah State University
Logan UT 84321-0160
ph: (435) 797-1129
Contact: Eric Olsen
WWW.USU.EDU

USU Evening School
UMC 5030, ECC 107
ph: (435) 797-2075

Independent Study
UMC 5000
ph: (801) 797-2132

COM-NET
UMC 3720
ph: (801) 797-2079

USU Brigham City Center
275 West 1100 South
Brigham City UT 84302
ph: (435) 734-2277

USU Ogden Center
2268 Washington Blvd
Ogden UT 84401
ph: (801) 621-5861

USU Price Center
c/o CEU
451 East 400 North
Price UT 84501

Weber State University (W)
3750 Harrison Blvd.
Ogden UT 84408-1015
ph: (801) 626-6000 or 626-6050
Contact: Kristen Olsen
WWW.WEBER.EDU

U of U Medical Center
50 North Medical Drive
Salt Lake City UT 84132
ph: (801) 581-7498
Contact: Victoria Judd
WWW.MEDSTAT.MED.UTAH.EDU/SOM

USU Tooele Education Center
7 South Main
Tooele UT 84074
ph: (435) 882-6611

USU Richfield Center
611 West Ogden Dr.
Richfield UT 84701

Salt Lake and Southwestern
1018 Atherton Dr. Suite A201
Murray UT 84123
ph: (801) 269-9422

USU Southeastern
Center for Continuing Ed.
P.O. Box 938
471 South Main
Moab UT 84532
ph: (435) 259-7432

USU Uintah Basin Center
987 E. Lagoon St. (124-9)
Roosevelt UT 84066
ph: (435) 722-2294

USU Uintah Basin Center
1680 West Hwy 40, Suite 101A
Vernal UT 84078
ph: (435) 789-6100

Financial Aid

Almost half of the people getting post-high school training receive some kind of financial aid. There are many, many sources of financial aid for training of different kinds. But most financial aid falls into one of three main categories:

1. **Grants and Scholarships**
   - don't have to be repaid
   - other requirements do apply
2. **Loans**
   - must be repaid, with interest
3. **Work Study**
   - jobs offered students through the college/school
   - jobs are usually on campus
   - money earned is applied to tuition or other college charges

The largest single source (75%) of financial aid for education is the federal government. To qualify for any federally funded financial aid, you must submit the form, *Free Application for Federal Student Aid*. This form is available in print and also on-line.

When you are considering post-high school training, don't automatically rule out anything because you think it costs too much. If you can get financial aid, it may cost no more to attend an expensive school than a cheaper one.

Where to Find Sources of Financial Aid

1. Contact individual schools. Ask for their Office of Financial Aid. Many universities and colleges have web sites. An Internet search may turn up lots of options, information and actual applications you can submit on-line.

2. Use *Choices*, the computer program available at your local Dept. of Workforce Services office. It contains information on over 3000 sources of financial aid, including a special Utah Financial Aid file.

3. Go to www.finaid.org on the Internet. From this page you can look for all kinds of financial aids by source and type and get information on qualifying and applying.

Resources:

http://www.grantsnet.org

http://www.collegeboard.org/index.html

http://www.fastweb.com

http://www.gripvision.com/money.html

Distance Learning in Utah

A Virtual Explosion of Time- and Money-Saving Options

by J. Goodman Farr, M.Ed.
First Editor of UTAH'S CAREER GUIDE

Distance learning is not new. One of the finest and most challenging courses I have ever taken at the University of Utah was "Elementary Human Anatomy," and I never met the professor in person until I became one of his teaching assistants. All of his lectures were on video with only a weekly lab for tests and demonstrations. Dr. John M. Legler videotaped his 40 lectures in the early 1970's and taught 13,325 students over 27 years.

EDUCATION DELIVERED TO YOUR DOOR (OR DORM)

Nearly seven million adults (60,000 or more in Utah) now enjoy learning on their own schedule using technologies such as interactive television, computer conferencing, CD-ROM, as well as conventional methods like audio- or videotapes. (1) Many working parents consider online learning their only option for earning a degree. A month after a "Dear Abby" article described how to get a degree entirely at a distance from Thomas Edison State College, the school was overwhelmed with 15,000 calls and letters. (2) Even college students are searching for convenient online classes. Today many college students must work while attending college: **37% of new students enrolled in four-year colleges were either working or job-hunting, and 63% of new students attending two-year colleges were working or looking for a job.** (3) Nearly eighty percent of the registrations for the University of Colorado (Denver) adult education online courses were undergraduates already on campus. (4)

1) PRNewswire 7-21-98. 2) PRNewswire 4-23-98. 3) Reuters 5-1-98. 4) San Francisco Chronicle7-20-98. 5) MEGAUNIVERSITIES 1998. 6) Guardian 4-7-98. 7) Dallas Bus Journal 7-10-98. 8) PRPresswire 5-27-98

LEARNING IN THE 21st CENTURY

Higher college participation rates and the high cost of a college education are creating a demand for distance education. According to Sir John Daniel, Vice Chancellor of The Open University, "A sizeable new university would now be needed every week merely to sustain current participation rates in higher education." (5) "Whereas in the mid-eighties the cost of sending a child to college represented around 9% of the median family income, today that cost has risen to 15-40% if you pick a private university."(8)

Today's labor market demands lifelong learning. According to a new report, A NATION LEARNING: VISION FOR THE 21ST CENTURY, **"in the next decade, 75% of current workers will need significant retraining. More than one-half of the new jobs in the future will require higher learning and training."** (7)

SAVE TIME AND MONEY WHILE EARNING A COLLEGE DEGREE

1. Get your associate degree while you're still in high school. **Save two years of college expenses by taking EDNET classes.** Recently, a high school student in Utah earned 76 hours of college credit through EDNET. (8)
2. **Never commute to a college** and still get an associate, bachelor's, or master's degree. Utah Electronic College offers complete degrees for only $64 per credit.
3. **Earn a degree for what you already know.** Western Governors University offers seven competency-based degrees: 5 associate, 1 bachelor's, and 1 master's degree.

School	Courses	Tuition	Info.
Brigham Young University E-mail:bgs@byu.edu Indstudy@byu.edu http://ce.byu.edu/is/ http://ce.byu.edu/dis/	Over 500 courses - online and print. High school classes also offered by distance.	$270 for a 3 semester hour course. ($90 per 1/2 credit h.s. course) A Bachelor of General Studies offered.	50,000 students in '99-00 Call 1-888-298-3137 (bgs) 1-800-914-8931 (is) or (801) 378-6804 or 4351 Fax (801) 378-5817 or 3949
College of Eastern Utah E-mail: jhuffaker@ceu.edu Web: http://ceu.edu	75 courses - CEU Net/EDNET (interactive t.v.).	$213.20 for a 3 semester hour course. $192 through UEC.	2,200 students in '99-00 Call Jim Huffaker at (435) 613-5614 Fax (435) 637-4103
Dixie State College of Utah E-mail: koeven@.dixie.edu Web: http://www.dixie.edu http://class.dixie.edu/disted/online	10 courses - via WWW and EDNET.	$148.50 for a 3 semester hour course. $192 through UEC.	200 students in '99-00 Call Gary Koeven at (435) 652-7770 Registration: 1-877-349-4350
Salt Lake Community College E-mail: schaefsh@slcc.edu Web: http://www.slcc.edu http://ecampus.slcc.edu	Over 100 courses - t.v., video tapes, online, print, audio-conferencing, and computer software. 3 degrees offered.	$269 for a 3 semester hour course. $192 through UEC.	3,700 students in '99-00 Call 1-888-963-SLCC (801) 957-4064 Fax (801) 957-4609
Snow College E-mail: wendy.christensen@snow.edu Web: http://www.snow.edu	8 EDNET concurrent enrollment courses for high school students, 20 independent study courses.	$246.50 for a 3 semester course. $192 through UEC.	150 students in '99-00 Call Wendy Christensen at (435) 283-7320 Fax (435) 283-7329
Southern Utah University E-mail: hill_j@suu.edu Web: http://www.suu.edu/ced/distance	60 courses - print, online, and EDNET. 8 concurrent enrollment classes for h.s.	$256 for a 3 semester hour course, $270 for a 3 semester hour graduate course.	400 students in '99-00 Call Jack Hill at (435) 865-8084 Fax (435) 865-8087
University of Utah E-mail: instudy@noce.utah.edu http://www.instudy.utah.edu Web	More than 100 courses - independent study, telecourses, and online delivery.	For independent study, $255 for a 3 semester hour course. Ind. Study, Telecourse, and Online fees vary.	3,500 students in '99-00 Call 1-800-INSTUDY Fax (801) 581-6267
Utah Education Network E-mail: askuen@media.utah.edu Web: http://www.uen.org	Telecourses, instructional t.v. programs, and online courses are available. Course catalogs are on the web sites.	Each college or university charges a different tuition. High school concurrent enrollment classes are usually free.	Call UEN at 1-800-866-5852 Or call (801) 581-2999 Fax (801) 585-6185 Eccles Broadcast Center, Rm.215 U of U, 101 Wasatch Drive SLC, UT 84112
Utah Electronic College (UEC) E-mail: uec@utahsbr.edu Web: http://www.utah-ec.org	140 courses provided by the following colleges: CEU, Dixie, SLCC, Snow, and UVSC.	$192 for a 3 semester hour course at participating colleges, ($25 application fee)	Register: 1-877-533-9235 Call Cynthia Grua at (801) 581-8824 (801) 755-4463
Utah State University E-mail: de-info@ext.usu.edu Web sites: http://www.ext.usu.edu/distance/is/index.html	Over 100 courses - WWW, videoconferencing, radio broadcast, audioconferencing, computer software, print, and audiographics conferencing.	$270 for a 3 sem. hr. course,	5,500 students in '99-00 Call 1-800-233-2137 Fax (435) 797-1399
Utah Valley State College E-mail: dlhelp@uvsc.edu http://www.uvsc.edu/uvnet/	85 courses - t.v., online, EDNET, and CD-ROM.	$213 per course (plus $38 distance learning fee).	7,237 students in 99-00 Call 1-888-425-4412 or (801) www-8255 Fax (801) 764-7298
Weber State University E-mail: pwherry@weber.edu Web: http://www.weber.edu/ce/dl http://wsuonline.weber.edu	350 courses - videotape, audiotape, online, computer software, and print. Over 150 online courses. Independent study, WSU Online, and Allied Health classes offered.	$285 for a 3 semester hour course. Three associate and four bachelor's degrees offered.	Over 3,000 students in '99-00 Call (801) 626-6785 or 626-8069 Fax (801) 626-8035 Tamara Aird (801) 626-6091
Western Governors University E-mail: info@wgu.edu Web site: http://www.wgu.edu	Courses available from colleges, universities, and corporations in 19 member states and territories and beyond. 7 competency-based degrees offered: 5 associate, 1 bachelor's and 1 master's degree. Check http://www.wgu.edu/wgu/smart catalog/index.html	Each college, university, or corporation charges its own tuition. Check the online catalog for course tuition information.	Call 1-877-HELP-WGU Or call (801) 274-3280 Fax (801) 274-3305 2040 E. Murray Holladay Road Suite 106 Salt Lake City, UT 84117

Vocational Rehabilitation

MISSION: To assist eligible individuals with disabilities to prepare for and obtain employment and increase their independence.

Vocational Rehabilitation (VR) services are provided through the Division of Rehabilitation Services (DRS), and the Division of Services for the Blind and Visually Impaired (DSBVI).

The Vocational Rehabilitation (VR) program assists eligible individuals with disabilities to obtain employment.

21,452 individuals were served in 1999.

Eligibility depends on:

1. The presence of a **physical or mental impairment** which constitutes a substantial impediment to employment.
2. The individual **requires** vocational rehabilitation **services to become gainfully employed**.

Eligible individuals **work in partnership** with their vocational rehabilitation counselors to assess their rehabilitation needs, set vocational goals, and develop an Individualized Plan for Employment (IPE) that outlines the steps and resources for meeting their goals.

A variety of services are available to assist individuals according to their personal needs and objectives. Services may include medical services and treatment, personal adjustment training, vocational training, counseling and guidance, assistive technology, job placement, follow-up, and other services needed to enable clients to complete their IPE.

Support services are available to vocational rehabilitation consumers and counselors. These include:

Employer Assistance
Technical assistance is available **for employers** statewide providing sensitivity training, information about accommodations, assistive technology and disability management.

Employment Assistance
Employment services are provided in partnership with Department of Workforce Services through the Choose to Work Utah Project, employment specialists provide **services to vocational rehabilitation counselors, DWS counselors, employers, and VR consumers**. Services may include:

- labor market information
- job leads
- job seeking/job survival skills
- direct job placement
- job club
- job counseling
- follow-up services

Vocational Evaluation
Services are offered to help individuals identify their vocational interests and abilities as well as providing career information to enable them to make **realistic employment choices**.

Supported Employment
Services are provided to individuals with the most significant disabilities to facilitate their **entry into competitive employment**. The VR program provides funding for specialists to locate jobs in competitive employment settings. Long-term support is transferred to other funding sources when the individual has stable employment.

Assistive Technology
Services are provided to **individuals who need technology** to achieve their vocational goals. Services include assessment, modification, and the purchase of adaptive devices and equipment.

For more information: www.usor.state.ut.us or contact the Vocational Rehabilitation office nearest you–in the State Government phone book pages.

Choose to Work

by Noreen Brown

If you are an individual with a disability and you'd like some additional help looking for employment, Choose to Work is the program for you. Choose to Work Utah is an exciting new partnership between the Division of Rehabilitation Services and the Department of Workforce Services. For the purposes of Vocational Rehabilitation, a disability can be defined as a medical or psychological condition which results in an obstacle to getting or keeping a job. Your rehabilitation counselor will want to know more about how your circumstances keep you from working. The counselor may also send you for evaluations to document your disability, if you do not have records available.

All individuals with disabilities are encouraged to participate in the Choose to Work program. You are able to do this by applying at the nearest Workforce Services Employment Center (see page 17). If you have a disability and are seeking information about what types of careers might be suitable to you, you should apply at your local Department of Rehabilitation. Working together, these two agencies can provide you with the tools you need to be a success in today's job market.

You are also encouraged to apply for Choose to Work, if you are participating in one of the following programs:

TANF- Temporary Aid to Needy Families, and you have 18 months or less of your 36 month lifetime benefit package.

Utah's General Assistance Self Sufficiency Program- You are at least 18 years of age and do not have any dependents, and a medically documented disability.

Social Security Disability- You are receiving cash benefits from Social Security because of your disability.

If you are uncertain whether these programs apply to you, ask your local Workforce Services office. Remember, the only bad question is the one that doesn't get asked.

Choose to Work specialists can provide you with individualized job seeking assistance. This may include assistance on how to complete a job application or a resume, interview effectively, and find job leads. Your Choose to Work specialist will help you find the job that's uniquely fit for you.

For more information: www.usor.state.ut.us or contact your nearest Vocational Rehabilitation office–in the phone book, State Government pages.

UAACCE

Utah Association for Adult, Community, and Continuing Education

UAACCE members serve a variety of adult job seekers. Those who are preparing to enter the workforce for the first time, to those who are changing careers after many years, to those who want to complete a GED certificate and/or Adult High School completion, to technical skills (vocation).

The membership of UAACCE includes personnel from school districts, colleges, universities, applied technology centers, community colleges, government agencies, nonprofit organizations and the general public. UAACCE members can help adults by:

- Improving Job seeking skills by providing quality educational opportunities such as:
  - ----Literacy-Reading & ESOL (English Speakers of Other Languages) Classes
  - ----Job Skills classes (Resumes, Job Interviewing, etc.)
  - ----Other teacher instructed classes (computers, math, writing etc.)
  - ----Computer-assisted learning (Math & Reading)
  - ----Academic tutoring, Homework assistance
  - ----Child Care

- Assist in Job Search:
  - ----Job Shadowing
  - ----Career Assessments and Evaluations/Career Counseling
  - ----Student Educational Occupational Planning (SEOP's)

Job Seekers benefit in becoming a member of UAACCE:

1. Scholarships amounting up to a maximum of $450.00. To help members attend trainings to develop job skills necessary to be a successful employee or help you become more effective in your job role.
2. Awards: Opportunities to be nominated for many types of awards, which look great on your job resume.
3. Newsletters: It provides announcements about training opportunities, job openings, current and future events, articles about exemplary programs, and reports of state and national developments.
4. Networking: An effective way to tell everyone you know you're looking for work. Help you keep informed about new programs and issues that affect your job field.
5. Many more benefits: UAACCE Membership Directory, National Affiliations, etc.

UAACCE-250 East 500 South SLC Ut 84111 website: www.uaacce.org
Contact person: Sandra Grant 801 538-7844 Sandra email: sgrant@usoe.k12.ut.us

Balancing Work and Family

One of the most important things you will have to decide is how to balance work and family in every part of your life. No matter how far you rise up the professional ladder you never escape challenges which all working women with families face: How to be two places at once; how to get the dry cleaning and shop for groceries when you can't leave work early; how to pick up your daughter at soccer when a meeting is suddenly called, how to find time to relax and to exercise.

In addition to the burden of housekeeping duties, women must deal with the burden of being exclusively responsible for child rearing. Men still tend to assume this is "women's work" and usually don't just volunteer to share equally in the workload at home. But housework and child rearing equal a full-time job. If both you and your husband have full-time careers, it's reasonable to demand that you both do 1 ½ jobs, instead of you doing what amounts to two full-time jobs. Or, you can get rid of some of the domestic chores by paying for more of them: pick up, delivery, dinners out, ordering online, etc. Don't accept an unfair burden; communicate, work it out–think of it as a challenge you must solve just as you do at work. Push your company, your industry, for more and better day care.

Bringing balance to our lives is one of the central concerns of women. Because our work and home lives constantly shift and evolve, women must learn to look, not for a permanent solution, but for a workable process, a way of addressing these issues that we can use over and over, as each issue arises.

Dealing with stress: Maybe the best skill any of us learns in life is to deal effectively with stress. You can't avoid stress–it's a fact of life. Your best option is to develop strategies for minimizing it.

- **Take control of your thoughts and outlook.** Remember, you are always making choices. You have the power to make different choices and change things, if you decide to. Of course, choices have price tags attached. Weigh the price against the benefits, make the best choice you can, and move on. Worrying and second-guessing yourself produces more stress.
- **Choose to have a positive attitude**. Try to associate with positive, supportive people. Choose to see setbacks and obstacles simply as decisions to be made, not judgements of yourself or a reason to give up.
- **Make meeting your own needs a top priority.** Many women put their own needs last in their list of priorities. In order to give your best to other people you must first take care of your own basic needs. Most people's basic needs include eating a healthy diet, getting enough sleep and regular exercise. But beyond that, we all have a basic human need to feel good about ourselves. Happy, mature people have learned to meet this need for themselves. Give yourself the recognition, appreciation and love you would give a friend. When you do a thing well, congratulate yourself. Remember to tell yourself some good things about yourself every day. If there is somebody in your life that is running you down, making you feel worthless or unlovable, you must deal with that situation. You can set (and reinforce) firm boundaries, or you can choose to distance yourself from that person. Either way, you are taking control of your own life and meeting your own needs.

Resources: http://careerjournal.com/?content=cwc-jobstar-columnists.htm

http://www.scbn.com/balance.html http://www.nncc.org/Prof.Dev (also in Spanish)

http://www.advancingwomen.com/wk_balancing.html

Child Care

Choosing child care is one of the most important decisions that parents make. Taking the time to carefully select child care that meets the needs of your child and your family is very important. The following information will help you with this very important search.

What is quality child care?

Quality child care is warm, responsive, consistent and geared to the needs of individual children. Quality child care can make a big difference in the future of your child. A positive child care experience can give your child a head start on a strong and healthy mind, body and spirit.

Quality child care includes:

- small groups of children for each adult caregiver/t eacher
- caregivers who show affection, attention and are committed to their job
- caregivers who continue their training and education in child development
- bright and colorful environments with natural light, and plenty of space for the children to play - both indoors and outdoors
- caregivers who encourage family participation and open communication
- creative and appropriate activities for the individual needs of the children
- programs that are state licensed and monitored

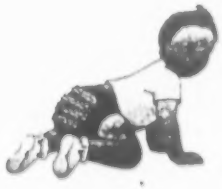
TEN things to consider when choosing child care

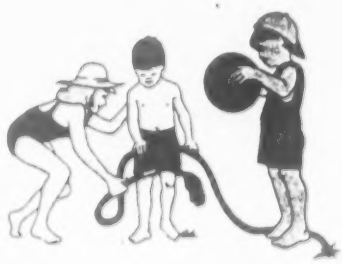
1. What are the ages of your child or children, and do you want your children to be together?
2. What days and hours do you need care?
3. Where are the most convenient locations?
4. How much can you afford to spend on child care?
5. What type of activities will be available for your child?
6. Always chose a caregiver who will allow you to visit often and unannounced.
7. What is the caregiver's discipline policy? Are you comfortable with the discipline policy?
8. Does the program offer transportation for school age children?
9. Does your child have any special needs? Can the program accommodate those needs?
10. Does the provider have up-to-date safety phone numbers available?

Quality child care may be expensive because:

- Most early childhood programs operate on a limited budget.
- Parents' fees are the largest source of income for many programs and aren't enough to fully cover the cost of a quality program.
- Many early childhood programs cannot afford to pay staff decent wages and benefits.
- In Utah, the child care profession experiences an annual turnover rate between 40% - 60%, due to low wages.
- High staff turnover has a negative impact on children. Turnover impacts a child's language, social and emotional development.

If you need help paying for child care, contact your local Department of Workforce Services Employment Center.





W here to Find Quality Child Care

The best resource you have when looking for child care is your local **Child Care Resource and Referral (CCR&R)** agency. (Calls are toll-free)

Bridgerland
Box Elder, Cache, and Rich Counties
797-1552 or 1-800-670-1552

Northern Region
Davis, Morgan and Weber Counties
626- 7837 or 1-888-970-0101

Mountainland
Summit, Utah, and Wasatch Counties
222-8220 or 1-800-952-8220

Metro
Salt Lake and Tooele Counties
537-1044 or 1-800-839-7444

Eastern Region
Carbon, Daggett, Duchesne, Emery, Grand, San Juan and Uintah Counties
637-2120 x 5619 or 1-888-637-4786

Western Region Beaver, Garfield, Iron, Juab, Kane, Millard, Piute, Sanpete, Sevier, Washington, and Wayne Counties
1-800-543-7527

For more information about child care contact the Utah Office of Child Care
140 E 300 South, SLC, UT 84111
526-4340 or 1-800-622-7390

Resources:

Dept. of Workforce Services
visit your local DWS Employment Center or
http://www.dws.state.ut.us/js/occ/OCC.htm

National Network for Child Care
http://www.nncc.org (also in Spanish)

For more information: http://www.women.com/family/parenting/more.html#childcare
http://www.ivillage.com/content/0,1625,15174~269,00.html

For Women, Mostly

Legal Issues

Pregnancy and maternity leave: According to Title VII of the Civil Rights Act of 1964, discrimination on the basis of pregnancy, childbirth or related medical conditions constitutes unlawful sex discrimination. This means you can't be fired for being pregnant or having a baby.

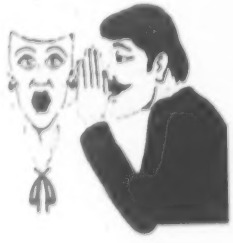
An employer also cannot single out pregnancy-related conditions to determine an employee's ability to work. If an employee is temporarily unable to perform her job due to pregnancy, the employer must treat her the same as any other temporarily disabled employee, because pregnancy is considered a temporary disability. For example, the employer may provide modified tasks, alternative assignments, disability leave or leave without pay.

Employers must hold open a job for a pregnancy-related absence the same length of time jobs are held open for employees on sick or disability leave.

Regarding pay, the 1993 Family and Medical Leave Act allows an employee to take off up to a full 12 weeks of UNPAID leave, provided you've worked there for one year and the company has more than 50 employees.

If the company has no maternity leave benefits, you'll need to use your sick leave, vacation and comp time benefits, since there's nothing that entitles you to full pay while on maternity leave. If you're pregnant, or are planning to get pregnant, you should consult your company's human resources manager or the company handbook to investigate your company's specific policy.

Sexual Harassment: Trust your gut feelings. If someone's behavior makes you uncomfortable, you do not have to put up with it. According to the American Psychological Association, research shows that less than 1 percent of sexual harassment complaints are false. And of the many women who have valid complaints, most do not take any action.



In any sexual harassment situation, it's critical to follow the correct steps. The first step is always to tell the harasser that you are offended by their conduct, that you won't tolerate it and it's got to stop. At this point, it's a good idea to start documenting everything that happens, in case the harasser doesn't stop and you need to take further action. Also at this point, check your employee manual to see if your company has a harassment grievance policy. If so, make sure you follow the policy to the letter. If this doesn't stop the person's behavior, then you may eventually need to prove in a court of law that you made a good-faith effort to work within the corporate guidelines. Document how you followed the rules laid out by the company, and how they did or did not work. But do this in a home journal, not at work.

Equal Employment Opportunity Commission (EEOC) 1-800-668-4000
http://www.eeoc.gov

Stop Sexual Harassment
http://users.foxvalley.net/~harass/sexhar.html

9to5 National Association of Working Women Job Survival Hotline
1-800-522-0925

In Utah, the agency that investigates allegations of sexual harassment is the

Antidiscrimination and Labor Division
Mail Address: P.O. Box 146630 Salt Lake City, UT 84114-6630
Street Address: 160 East 300 South, 3rd Floor Salt Lake City, Utah
Telephone: 801-530-6801 or 1-800-222-1238
801-530-7685 (TDD)
FAX: (801) 530-7609

VETERANS

Services for veterans are available at your local Department of Workforce Services Employment Center. Call or visit your local office and ask to talk to the Veterans Representative.

Veterans Services Available at your local DWS Employment Center:

Job Referral
Job Search
Resume Assistance
Testing
Career Counseling
Workshops
Job Development
Special Programs
Employment Assessment
Career Assessment
Education Assessment
Labor Market Information
Referral to Educational Services

also:

Transition Assistance Program

The Transition Assistance Program (TAP) workshop is designed to help you make good decisions as you move from your military service to civilian life. The program was developed to help you transfer your military experience to a civilian job or career.

The Work Opportunity Tax Credit, WOTC program provides tax credits to employers who hire qualified veterans.

Uniformed Services Employment and Reemployment Rights Act

In October of 1994, the President signed the Uniformed Services Employment and Reemployment Rights Act (USERRA). This law is the latest version of a series of statutes since the 1940's intended to give protection for civilian jobs to those individuals who serve their country in the Armed Forces. USERRA is administered by the Veteran's Employment and Training Service (VETS) of the United States Department of Labor.

USERRA ensures that eligible persons, including members of the uniformed services, do not lose their jobs or employment benefits because of their military service.

For more information: http://www.dws.state.ut.us/JS/Vets/

JOB SUCCESS

Once you have made the big transition through job searching and landed the job, the next goal is job success. There are specific skills you need to know and use to be successful at your job. It is important to practice these skills prior to starting the job. First impressions count from the start, and you only get one chance to make a good first impression.

Employers say people lose their jobs mostly because they do not use good work habits, rather than because they are not able to do the job.

What Employers Want

¥ A positive attitude is one of the most important factors in achieving job success. Do not carry negative feelings into your new workplace. Resolve them elsewhere.

¥ Always be on time. How long will it take to get to work? Allow a few extra minutes for traffic problems and getting children to daycare. Set an alarm clock to help you get up. Being reliable and dependable gains the trust and respect of your new employer.

¥ Good attendance and promptness are always important. Ask your supervisor in advance the proper method of informing them if you are going to be unavoidably late or out sick.

¥ Know and follow all office rules, policies, and procedures. Read the employee manuals.

¥ Listen and learn. Be open to new ways of doing things, even if you were taught differently in school or on a different job. Do not be quick to find fault, criticize, or complain until you can prove you can do something a better way.

¥ Meet and exceed your employer's expectations.

¥ Learn all you can about the job you were hired to do before thinking about moving up.

Communication

¥ When you need to talk with your supervisor, ask when a convenient time would be to meet.

¥ Take advantage of your performance reviews. Stay calm. Learn from them. Ask how you can improve. Show results or job-related classes you have taken. Most supervisors appreciate employees who are concerned about performance and in finding ways to improve. Your job success is also their success.

¥ Be a team player. Be willing to help. Know the goals of your job and how your job fits into the overall organization. Avoid a know-it-all attitude. Try to fit in with the team. Keep your sense of humor.

¥ Ask for help when you need it. If you make a mistake, let your supervisor know immediately. Find out how you can fix it.

¥ Follow the proper chain of command. Discuss items with your supervisor first.

Personal

¥ Prior to starting the job, have all of your appointments with doctors, dentists, etc. out of the way. Have your transportation and daycare lined up so you do not immediately have to take time off. Have an emergency plan for daycare and transportation.

¥ Be willing to learn new skills. Keep a record of classes you are taking that relate to the job. Review this with your supervisor at an appropriate time.

¥ Take time to make new friends. Find positive and upbeat co-workers. Avoid negative, critical and gossiping people.

¥ Be clean and well-groomed. Wear clean, appropriate clothes. Pay attention to how your co-workers are dressed. Avoid wearing strong perfumes or colognes.

¥ Keep your personal life and problems at home. Do not use the employer's equipment and time to do personal things like making personal phone calls, using the copy machine, or resolving your personal problems on the job. If you are having trouble resolving personal problems, counseling, support groups or employee assistance programs may be useful.

¥ Create a successful image. Dress for the job you want next.

¥ Be patient with yourself and your employer. It takes time to get used to, learn and like a new job.

¥ Volunteer for projects and committees if your work is completed and your supervisor approves.

Getting Along With Others

¥ Do not express your opinions, biases or prejudices about others while you are at work. Diversity is a priority in the workplace.

¥ Accept criticism as constructive. Do not become defensive or take criticism personally. Thank the person for their input. Consider changing if it is warranted. If you are unsure how to handle the situation, check with your supervisor.

¥ Always be friendly to everyone. Be willing to go the extra mile. This creates goodwill with employers, co-workers and customers.

¥ Notice who your boss relies on and model yourself after them.

¥ Find a mentor, someone who knows the company and the job well enough to coach you or show you the ropes.

¥ Realize playing politics or power games could be dangerous and backfire on you.

¥ Treat everyone with courtesy and respect. Remember, as you climb the career ladder, you may meet the same people on your way up the ladder.

¥ Keep your emotions under control. The job is not the place to express or show your opinions or feelings.

¥ Show appreciation. Let your supervisor know you appreciate their training, support, input, feedback, etc.

For more information: http://careers.altavista.com/60days.html, http://careers.altavista.com/60days.html , http://www.careerwomen.com/index2.html

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Department of Workforce Services
Attn: Economic Data Analysis and Collection Unit
140 E 300 South
Salt Lake City UT 84145-0249

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Utah's Job Connection

The mission of the Utah Department of Workforce Services is to provide quality, accessible, and comprehensive employment-related and supportive services responsive to the needs of the employers, job seekers, and the community.

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